



# Annual Report 2021

UTAH DEPARTMENT OF WORKFORCE SERVICES



## MISSION

We strengthen Utah's communities by connecting the workforce to new opportunities and providing services to individuals and families in need.

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## DEAR LEGISLATORS AND WORKFORCE DEVELOPMENT PARTNERS:

The 2021 State Fiscal Year proved to be a defining time for the Utah Department of Workforce Services. Following the steep peak of economic impacts directly resulting from the COVID-19 pandemic, our employees worked tirelessly to help ensure that our customers received the assistance they needed and were eligible for, specifically unemployment, rent, food and medical benefits, and that all our services remained accessible for all our customers across abilities, language and cultures.

Between March 2020 and March 2021, our Unemployment Insurance Division staff saw a 650% increase in new unemployment claims and issued more than \$1.8 billion in benefits to eligible Utahns — more than the previous eight years combined. Additionally, the number of households served by public assistance programs increased by nearly 30% (from 182,000 to more than 235,000).

As Utah weathered the COVID-19 pandemic and successfully lifted economic restrictions, Workforce Services proactively reached out to and assisted individuals who had become unemployed to find new jobs, a new career or occupational skills training. Transitioning our services to a virtual format, including virtual job fairs and workshops, helped our customers navigate the labor market safely and effectively. These services proved to be especially effective when Governor Spencer Cox announced the end to Utah continuing federal unemployment aid.

During this past year, we have made adjustments to our operations as part of establishing our “new normal” to better serve our customers, as well as supporting our employees with remote work and safe workspaces. In addition, we created the new Office of Homeless Services, which was established as part of the 2021 Legislative Session (H.B. 347).

In December 2020, I was honored to accept newly-elected Gov. Cox’s invitation to serve as Workforce Services’ new executive director. One of the first tasks as executive director was responding to the department’s agency review, conducted by Gov. Cox’s transition team. In response to items in the review, the department has implemented new strategies to focus on customer experience and employee success. Additionally, as part of the transition of leadership, I have promoted and hired new division directors and other senior management roles to carry forward this agency’s mission and the good work of our staff to Utahns statewide.

The following report details the specific divisions and programs within Workforce Services. In addition, this report highlights the boards and commissions supported by the department. If you have any questions, please contact our office at 801-526-9207. Our assistant will get you in contact with us as soon as possible.

Thank you for your support and the opportunity to serve the state of Utah.



Casey Cameron  
Executive Director

### *Equal Opportunity Employer/Program*

Auxiliary aids (accommodations) and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals with speech or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

# MISSION AND CORNERSTONES



## MISSION

We strengthen Utah's communities by connecting the workforce to new opportunities and providing services to individuals and families in need.

# CORNERSTONES

### EMPLOYEE SUCCESS

We promote a culture that fosters professional and personal fulfillment for our employees.



### CUSTOMER EXPERIENCE

We provide our customers with accessible, respectful and responsive service.



### COMMUNITY CONNECTION

We engage with our partners to support opportunities for communities to prosper.

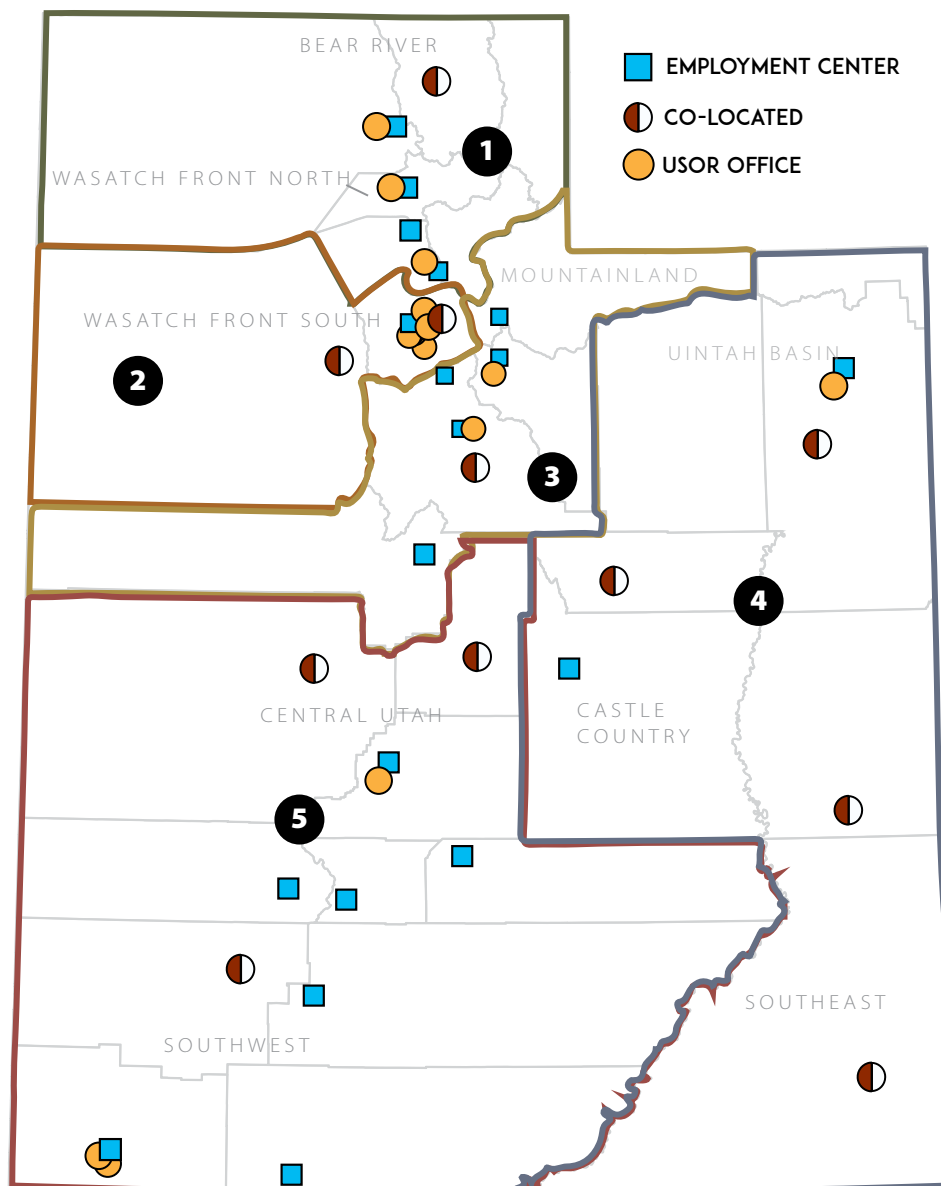


### OPERATIONAL EXCELLENCE

We deliver quality public service by implementing efficient solutions that are reliable and accurate.



# WORKFORCE SERVICES OFFICE LOCATIONS



## 1. BEAR RIVER/WASATCH FRONT NORTH

### EMPLOYMENT CENTERS:

Brigham City  
Clearfield  
Logan  
Ogden  
So. Davis (Woods Cross)

### USOR OFFICES:

Brigham City  
Davis (Centerville)  
Logan  
Ogden

## 2. WASATCH FRONT SO.

### EMPLOYMENT CENTERS:

Metro (Salt Lake City)  
So. County (Taylorsville)  
Tooele

### USOR OFFICES:

Salt Lake City  
Salt Lake DSBVI  
South Valley (So. Jordan)  
Taylorsville DSDHH  
Tooele  
Valley West (Taylorsville)

## 3. MOUNTAINLAND

### EMPLOYMENT CENTERS:

Heber  
Lehi  
Nephi  
Park City  
Provo  
Spanish Fork

### USOR OFFICES:

Heber  
Provo  
Spanish Fork

## 4. UINTAH BASIN/CASTLE COUNTRY/SOUTHEAST

### EMPLOYMENT CENTERS:

Blanding  
Castle Dale  
Moab  
Price  
Roosevelt  
Vernal

### USOR OFFICES:

Blanding  
Moab  
Price  
Roosevelt  
Vernal

## 5. CENTRAL UTAH/SOUTHWEST

### EMPLOYMENT CENTERS:

Beaver  
Cedar City  
Delta  
Junction  
Kanab  
Loa  
Manti  
Panguitch  
Richfield  
St. George

### USOR OFFICES:

Cedar City  
Delta  
Manti  
Richfield  
St. George  
St. George DSDHH

09/14/21



## DEPARTMENT OF WORKFORCE SERVICES

# EXECUTIVE DIRECTOR'S OFFICE

### CASEY CAMERON, EXECUTIVE DIRECTOR



Casey Cameron was appointed as the executive director of the Department of Workforce Services by Gov. Cox in 2021. She has been with the department for 20 years and with the state of Utah for 22 years. She has also held other positions in leadership, helping to form the Eligibility Services and Workforce Development Divisions. During Casey's career at the agency, she has held management and training positions, working with

federal and state policy. She began her Workforce Services career on the front lines, supporting individuals in need of temporary public assistance. Before her time with Workforce Services, Casey held positions with the Salt Lake School District, Intermountain Healthcare and Utah Retirement Systems. Casey is a graduate of the University of Utah.



### GREG PARAS, DEPUTY DIRECTOR

Greg Paras serves as a deputy director for the Department of Workforce Services. Throughout more than 20 years with the department, Greg has held a number of positions ranging from a frontline staff member through various leadership positions. Greg is currently

the deputy director overseeing Workforce Development (including activities within more than 30 employment centers around the state, apprenticeships and veteran services), Workforce Research and Analysis, Administrative Support (including finance, facilities, contracts and information security), Technology Services and the Utah State Office of Rehabilitation.

### NATE MCDONALD, DEPUTY DIRECTOR



Nate McDonald serves as a deputy director for the Department of Workforce Services. He previously served as the assistant deputy and communication director, where he oversaw communications, employer initiatives and the veterans employment team. Prior to joining Workforce Services, he was the associate communication director for the Utah Governor's Office. Nate is currently

the deputy director overseeing Housing and Community Development, Communication, Office of Child Care, Office of Homeless Services and the Refugee Services Office.

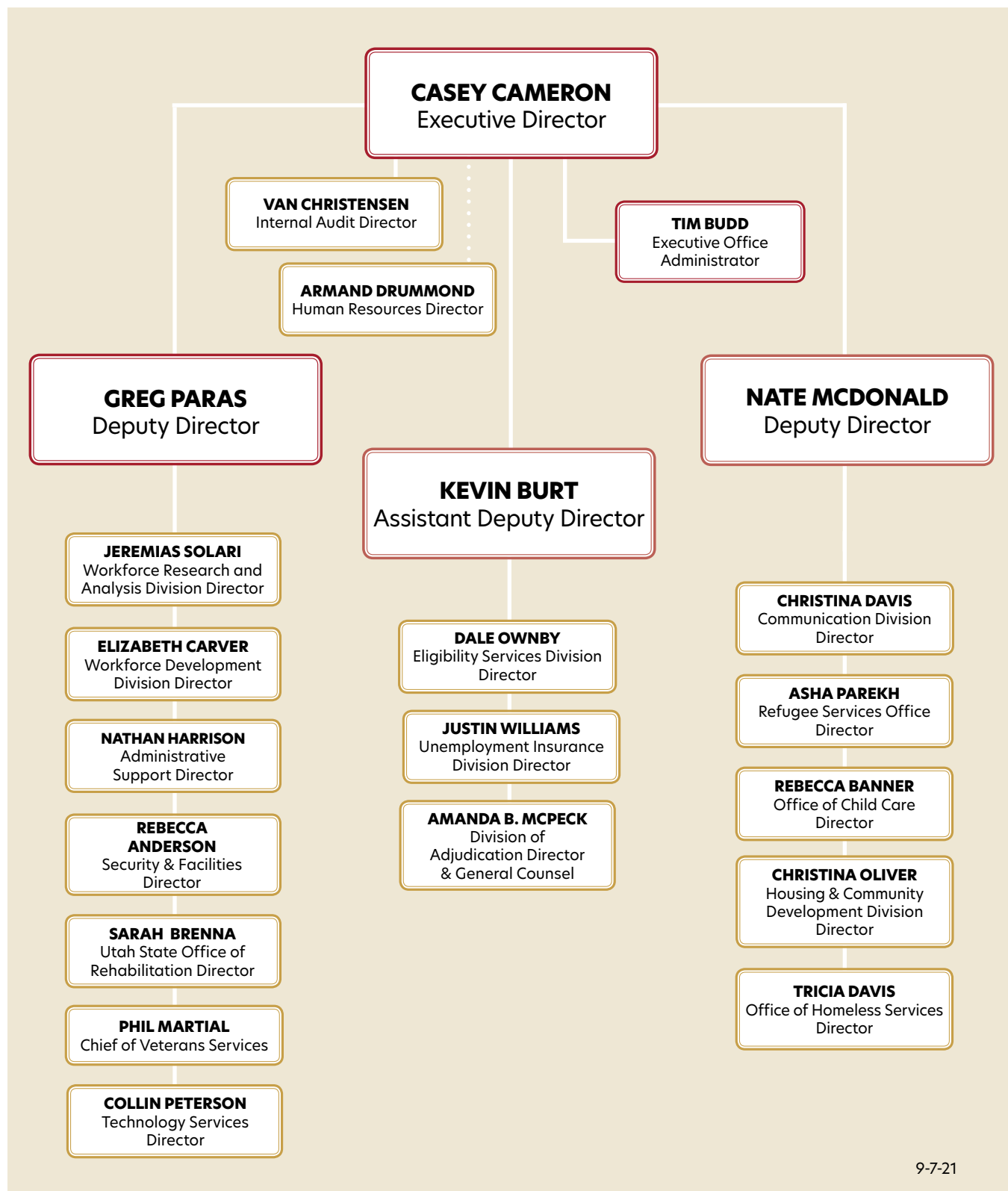


### KEVIN BURT, ASSISTANT DEPUTY DIRECTOR

Kevin Burt serves as an assistant deputy director for the Department of Workforce Services. He has been a part of Workforce Services for nearly 20 years, starting as an employment counselor with the Workforce Development Division and then

moving to the Eligibility Services Division, where he was an assistant director. Most recently, Kevin served as the division director for Unemployment Insurance. He currently oversees Eligibility Services, Unemployment Insurance, Adjudication and Legislative Affairs.

# ORGANIZATION CHART



## DIVISION HIGHLIGHTS

# ELIGIBILITY SERVICES

The Eligibility Services Division (ESD) is the largest division in Workforce Services and administers temporary supportive services for thousands of Utah families and individuals. The division helps people address basic needs as they work towards gainful employment and self-sufficiency. Customers can access their benefit information at any of the statewide employment centers by calling the eligibility services center or using the myCase option online.

## GOAL

To determine eligibility and issue accurate benefits in a timely fashion while constantly improving through innovation.

## DATA

| Average Monthly Decisions |                           |
|---------------------------|---------------------------|
| State Fiscal Year         | Average Monthly Decisions |
| 2020                      | 95,813                    |
| 2021                      | 155,968                   |
| PRT Edit Accuracy         |                           |
| State Fiscal Year         | Rate                      |
| 2020                      | 93.98%                    |
| 2021                      | 95.03%                    |
| Timeliness (All Programs) |                           |
| State Fiscal Year         | Rate                      |
| 2020                      | 95.08%                    |
| 2021                      | 93.73%                    |
| Total Unique Households   |                           |
| State Fiscal Year         | # of Households           |
| 2020                      | 235,658                   |
| 2021                      | 258,054                   |
| Total Unique Individuals  |                           |
| State Fiscal Year         | # of Individuals          |
| 2020                      | 471,829                   |
| 2021                      | 499,433                   |
| Total Applications        |                           |
| State Fiscal Year         | # of Applications         |
| 2020                      | 317,121                   |
| 2021                      | 348,064                   |

## ACHIEVEMENTS

ESD successfully delivered timely customer assistance while shouldering an unprecedented workload due to the COVID-19 pandemic. Additionally, several new pandemic-related initiatives were implemented, including keeping Medicaid cases open, issuing millions of dollars in SNAP emergency allotments, administering a 15% SNAP increase, and issuing Pandemic-Electronic Benefit Transfer (P-EBT) for children affected by school closures and hybrid school schedules.

At the beginning of the pandemic, most ESD staff were sent to a telework environment. This has been an effective work model. Currently, 87% of ESD employees are teleworking full time.

## CHALLENGES

The COVID-19 pandemic brought multiple challenges for ESD, including transitioning more staff to a telework environment to ensure the ability to work safely. The change required testing of several communication and technology channels while temporary policies were developed to accommodate this new work setting.

Additional challenges during the pandemic came from the need to quickly make systemic and policy changes to properly implement federal changes to the programs administered by ESD. These federal changes included maximum allotment for all SNAP recipients, work on the P-EBT assistance to children who receive free or reduced-price school meals and ensuring all Medicaid cases remained open so individuals can continue to receive needed medical assistance.



DALE OWNBY

For additional information visit [jobs.utah.gov](https://jobs.utah.gov) or contact Dale Ownby, division director, at [downby@utah.gov](mailto:downby@utah.gov) or 801-526-9889



**WORKFORCE  
SERVICES  
ELIGIBILITY**



**FULL-TIME  
EMPLOYEES: 815**



## DIVISION HIGHLIGHTS

# HOUSING AND COMMUNITY DEVELOPMENT

The Housing and Community Development Division serves communities statewide to build local capacity, fund services and infrastructure and leverage resources for critical community programs. Key programs within the division include:

- Community Development Block Grant
- Community Development Specialists
- Community Services Block Grant
- Home Energy Assistance Target (HEAT) Program
- Utah Native American Revitalization Funds
- Olene Walker Housing Loan Fund
- Permanent Community Impact Fund
- Private Activity Bonds
- Uintah Basin Revitalization Funds
- Utah State Small Business Credit Initiative
- Weatherization Assistance Program

## GOAL

To assist communities and their economies by supporting local infrastructure projects, affordable housing development and the provision of basic community services.

## DATA

- Olene Walker Housing Loan Fund Assets increased by \$10.7 million or 6.65%.

## ACHIEVEMENTS

During the COVID-19 pandemic, our division responded to provide continued excellent service to our customers and partners.

The Housing and Community Development Division implemented a Rental Assistance Program with funds from the Coronavirus Aid, Relief and Economic Security (CARES) Act. The tenant assistance and landlord program allocated \$21,033,146.92 through the Housing Assistance Program (HAP) 1.0 and an additional \$10,960,148 through HAP 2.0, assisting 16,074 households. Additionally, HOME funds helped 254 Households with a total of \$483,919. Starting in March, the American Rescue Plan Act (ARPA) funded a new rental assistance program. From March to June 2021, \$34,193,680 was distributed to 6,545 households.

The Low Income Home Energy Assistance Program (HEAT Program) and the Community Development Block Grant Program (CDBG) also received CARES Act funding, serving tens of thousands with assistance through their respective programs.

## CHALLENGES

The Housing and Community Development Division continues to implement programs, adjust policies, and telework in response to changing conditions due to COVID-19. Several programs received additional funding from the CARES ACT and with unknown long-term effects, the programs that we administer need to be nimble in order to respond quickly to the changing needs of the pandemic recovery.

In addition to responding to COVID-19, a lack of affordable housing continues to be a challenge throughout the state. There is a shortage of affordable units, especially for households that earn 0-30% of the area median income. Access to affordable housing is a key component in reducing homelessness, supporting economic development and stabilizing low income households and communities throughout the state.



CHRISTINA OLIVER

For additional information visit [jobs.utah.gov/housing](https://jobs.utah.gov/housing) or contact Christina Oliver, division director, at [coliver@utah.gov](mailto:coliver@utah.gov) or 385-395-9764.



**WORKFORCE  
SERVICES**  
HOUSING & COMMUNITY  
DEVELOPMENT



FULL-TIME  
EMPLOYEES: 48

## DIVISION HIGHLIGHTS

# THE OFFICE OF CHILD CARE

The Office of Child Care (OCC) ensures that low-income Utah parents have access to affordable, high-quality child care for their children while they seek or maintain employment. This includes assisting child care providers in establishing programs to care for children in safe, nurturing and developmentally appropriate settings. The office operates an online consumer website designed to provide information on licensed child care providers and to educate parents on the importance of quality, empowering them to make informed decisions when selecting a child care provider. The office also supports the child care workforce through its professional development system.

## GOAL

To provide resources to promote high-quality child care and afterschool care that are accessible and affordable for Utah families with particular focus on low-income, working families.

## DATA

| Child Care Average Monthly Caseload                 |                            |
|---|----------------------------|
| State Fiscal Year                                   | Average Monthly Households |
| 2020  | 6,569                      |
| 2021  | 6,338                      |
| Child Care Cases Determined Eligible Within 30 Days |                            |
| State Fiscal Year                                   | CC Timeliness Rate         |
| 2020  | 94%                        |
| 2021  | 95%                        |
| # of Licensed Providers Receiving State Subsidy     |                            |
| State Fiscal Year                                   | # of Licensed Providers    |
| 2020  | 1,220                      |
| 2021  | 1,093                      |

## ACHIEVEMENTS

On March 8, 2021, the revamped Care About Childcare website, [careaboutchildcare.utah.gov](https://careaboutchildcare.utah.gov), was released. This website is designed to help Utah families seeking child care, with functions to search for providers within a preferred distance, those with availability for specific age groups, maximum monthly rates, and a variety of provider types. To help inform parent choice, ratings are posted for providers participating in the Child Care Quality System (CCQS). The site is also used by DWS staff who support families in need of child care during job search, training, education and employment activities. The website offers child care providers a way to advertise their program, post monthly rates and hours of operations, and publish vacancy rates. In addition to these features, the website hosts the Utah Registry for Professional Development where early childhood professionals can browse training opportunities, register for courses, track and record professional development, participate in Utah's Career Ladder System and apply for scholarships.



OCC continued to support and expand efforts to ensure the stability of the child care system during the COVID-19 pandemic and recovery. This included ongoing monthly Operations Grant payments to approximately 450 child care providers statewide, a School Age Program Grant to 74 programs to expand child care capacity in the 2020-2021 school year in areas where schools were operating virtually for a portion of the week, summer grants in 2020 and 2021 to expand in-person summer options for parents needing care, grants administered on behalf of OCC by Child

## DIVISION HIGHLIGHTS

Care Licensing to 571 providers to achieve and maintain compliance with COVID-19 requirements, and continued professional development courses provided in an online format to caregivers statewide.

## CHALLENGE

OCC continues to evaluate the needs of parents and child care providers as communities recover from the COVID-19 pandemic. Additional federal funds have offered an opportunity to implement new initiatives and expansions to existing work that ensure stability and growth of the child care system for working parents and those seeking to re-enter the labor force. As circumstances of the COVID-19 pandemic continue to evolve, OCC must adapt quickly to address uncertainty and changes. The implementation of strategies with additional funds presents a unique opportunity to balance system needs with accountability, which continues to be a priority for OCC.



**WORKFORCE  
SERVICES**  
CHILD CARE



REBECCA BANNER

*For additional information  
visit [careaboutchildcare.utah.gov](https://careaboutchildcare.utah.gov) or  
contact Rebecca Banner, division director, at  
[rbanner@utah.gov](mailto:rbanner@utah.gov) or 801-526-9265.*



FULL-TIME  
EMPLOYEES: 29

## DIVISION HIGHLIGHTS

# OFFICE OF HOMELESS SERVICES

The Utah Office of Homeless Services (OHS) administers state and federal funding appropriated for homelessness response. Federal funding is allocated to OHS from the U.S. Department of Housing and Urban Development (HUD). Homelessness funding administered by OHS supports public or private not-for-profit organizations, faith-based organizations, state departments and agencies, units of local governments and Indian tribal governments who provide support and services to people experiencing homelessness throughout the state. In addition to funding administration, OHS:

- Supports the Utah Homelessness Council
- Develops and coordinates the state's response to homelessness through the Utah Strategic Plan on Homelessness
- Administers the Utah Homeless Management Information System
- Is responsible for state and federal data reporting and releases the Annual Report on Homelessness
- Is the designated HUD Collaborate Applicant for the Balance of State Continuum of Care
- Organizes and executes training opportunities for homeless service providers including the Annual Homelessness Summit
- Provides technical assistance and program support to homeless services providers and to 13 Local Homeless Councils throughout the state
- Supports the Utah Homeless Network

## GOAL

To work together with communities throughout Utah to make homelessness in Utah rare, brief and non-recurring by providing statewide support of project services and interventions.

## DATA

**Making Homelessness Rare** — Federal Fiscal Year 2020 goal to reduce the number of individuals experiencing homelessness:

- Utah has realized a four-year downward trend in the number of individuals experiencing homelessness for the first time.

- In FFY20, 7,433 people experienced homelessness for the first time compared to 9,493 people in FFY17, which represents a 21.7% decrease.

**Making Homelessness Brief** — Federal Fiscal Year 2020 goal to decrease stay in shelter to 50 days or less:

- HUD has identified a high-performing community standard that calls for 1) the average length of time homeless to be fewer than 20 days; or 2) to reduce the average length of time by at least 10% from the preceding fiscal year. In FFY19, the average length of time spent in emergency shelters for people experiencing homelessness in Utah was 55 days.
- The goal for FFY20 was to achieve an average of 50 days. However, the length of stay in emergency shelters increased in FFY20 to an average of 66 days.

**Making Homelessness Non-Recurring** — Federal Fiscal Year 2020 goal of 93% of individuals in the homeless services system retain housing:

- The system is highly effective in keeping the most vulnerable in housing. In FFY20, 95% of individuals enrolled in permanent housing projects, other than rapid rehousing, either exited to or retained their permanent housing.

Federal Fiscal Year 2020's goal to limit the number of people returning to homelessness to 29%:

- The rate at which individuals return to homelessness has also been decreasing for the last four years. In FFY20 the goal of reducing this number from 32% to 29% was met.

For budget data please see Appendix A.

## ACHIEVEMENTS

In the 2021 State General Legislative Session, H.B. 347 was passed. The bill was developed in response to a study conducted in 2020 by the Kem C. Gardner Institute on the structure of homeless services funding and governance. The Office of Homeless Services was successfully implemented as a new office/division in the Department of Workforce Services in partnership with the Governor's Office of Planning and Budget. Gov. Cox appointed the new State Homeless Coordinator, Wayne Niederhauser. These changes were made to more effectively respond to, and coordinate strategies around, homelessness in Utah.

\$14 million in CARES Act Emergency Solutions Grant (ESG-CV) funding expanded services by funding 66

## DIVISION HIGHLIGHTS

projects across 30 agencies, supporting 7,563 unduplicated individuals through Homelessness Prevention, Rapid Rehousing, Emergency Shelter and Street Outreach programs, with ESG-CV funding in FY21:

- 160 people were helped in Homelessness Prevention programs
- 436 people were assisted with Rapid Rehousing
- 6,392 people were served in Emergency Shelter
- 1,130 people were supported in Street Outreach programs

The Utah Homeless Network was implemented to more effectively coordinate across Local Homeless Councils.

## CHALLENGES

In addition to responding to COVID-19, a lack of affordable housing continues to be a challenge throughout the state. Access to affordable housing is a key component in reducing homelessness.

Funding resources are limited for case management and wrap-around services to support individuals and families when they exit homelessness to housing.

Capacity for Local Homeless Councils to coordinate the local response to homelessness and implement the state and local strategic plans varies and is limited.



### WORKFORCE SERVICES HOMELESS SERVICES



TRICIA DAVIS

*For additional information  
visit [careaboutchildcare.utah.gov](https://careaboutchildcare.utah.gov) or  
contact Tricia Davis, division director, at  
[tadavis@utah.gov](mailto:tadavis@utah.gov) or 801-859-4805.*



FULL-TIME  
EMPLOYEES: 12



## DIVISION HIGHLIGHTS

# REFUGEE SERVICES OFFICE

The Refugee Services Office (RSO) improves the lives of nearly 65,000 refugees resettled in Utah communities. The office serves as the designated state agency to house the State Refugee Coordinator, and receive and direct money from the U.S. Office of Refugee Resettlement. Most of these funds are granted to community service providers and other agencies to deliver vital services for the successful integration of refugees in Utah. RSO is also home to a dedicated refugee employment team which administers the Family Employment Program and Refugee Cash Assistance program for Utah's newly arrived refugees. The team works in a collaborative environment to develop employment plans and offer job preparation services to refugee customers. Additionally, RSO assists in the support of Temporary Assistance for Needy Families-funded refugee programs, including case management, housing and other employment programs for Utah's refugees.

## GOAL

To build a bridge to success for refugees in our community that focuses on family-sustaining employment to enable refugees to succeed in Utah for generations to come.

## DATA

| Refugees Served   |          |
|-------------------|----------|
| State Fiscal Year | # Served |
| 2020              | 8,390    |
| 2021              | 8,627    |

## ACHIEVEMENTS

In November 2020 the Utah Refugee Center successfully moved to a new state-owned location. The COVID-19 pandemic added an additional challenge to this move for the refugee community and RSO staff.

RSO continued all programs throughout the pandemic, despite the heavy lift of switching to virtual programming (with the exception of some occupational training that needed to be in-person).

RSO hosted vaccination clinics at the new Utah Refugee Center in partnership with Salt Lake County and refugee community organizations and, together with partners, created access for more refugees to get vaccinated than any other partner or provider in Utah. RSO met with 16 different

refugee communities throughout the pandemic to keep them informed about COVID-19 and vaccine information (along with the Department of Health), relying on past investments in organizing communities and building relationships, all of which facilitated access during the pandemic and allowed RSO to be a trusted source of information for the refugee community.

RSO completed six short-term training programs for more than 30 refugees in IT, Phlebotomy and Warehouse/Distribution. The average wages across all programs ranged from \$12.50 to \$16.50 per hour. Four courses of Basic Technology/Digital Literacy taught 20 refugees basic computer skills to become successful in the workplace.

## CHALLENGES

The unpredictable nature of refugee arrivals has been an ongoing challenge for RSO and community providers in building a strong and reliable system of care for refugees who resettle in Utah.

Uncertainty surrounding in-person events due to COVID-19 presented challenges for planning and executing a successful World Refugee Celebration. The team chose to create a week-long virtual celebration and a small-scale in-person event.

ASHA PAREKH



For additional information  
visit [jobs.utah.gov](https://jobs.utah.gov) or  
contact Asha Parekh, division director, at  
[aparekh@utah.gov](mailto:aparekh@utah.gov) or 801-661-4018.



**WORKFORCE  
SERVICES**  
REFUGEE SERVICES



FULL-TIME  
EMPLOYEES: 35



## DIVISION HIGHLIGHTS

# UNEMPLOYMENT INSURANCE

The Unemployment Insurance Division (UI) works to support the re-entry of Utah's skilled workforce into full-time employment. Funded entirely by dedicated employer contributions, the unemployment insurance program provides qualified workers who are unemployed through no fault of their own with temporary assistance to help bridge the gap between jobs. By implementing innovative and accessible tools for both employers and unemployed Utahns, paired with exceptional customer service, the division is able to quickly and efficiently process employer contributions and benefit payments.

## GOAL

To provide economic stability to Utah's employers, workforce, families and communities.

## DATA

| Unemployment Benefit Determinations                    |                      |
|--|----------------------|
| State Fiscal Year                                      | Total Determinations |
| 2019   | 251,672              |
| 2020   | 920,582              |
| 2021   | 846,511              |
| Unemployment Insurance Contributions                   |                      |
| State Fiscal Year                                      | Total Collected      |
| 2019   | \$156,186,342        |
| 2020   | \$154,295,842        |
| 2021   | \$166,100,435        |
| Timeliness (% of benefit payments made within 14 days) |                      |
| State Fiscal Year                                      | Rate                 |
| 2019   | 92.2%                |
| 2020   | 85.9%                |
| 2021   | 59.4%                |

| Federal Separation Benefits, Timeliness and Quality (BTQ) Score |           |
|---|-----------|
| State Fiscal Year   | BTQ Score |
| 2019  | 95.5%     |
| 2020  | 99.0%     |
| 2021  | 78.3%     |
| Volume Counts   |           |
| State Fiscal Year   | Claims    |
| 2019  | 67,241    |
| 2020  | 247,230   |
| 2021  | 264,615   |
| Re-Employment   |           |
| Calendar Year   | Rate      |
| 2018  | 69.4%     |
| 2019  | 68.7%     |
| 2020  | 72.5%     |
| Duration  |           |
| Calendar Year   | Weeks     |
| 2018  | 12.3      |
| 2019  | 12.0      |
| 2020  | 15.3      |
| Exhaustion  |           |
| Calendar Year   | Rate      |
| 2018  | 26.7%     |
| 2019  | 25.6%     |
| 2020  | 43.2%     |

## DIVISION HIGHLIGHTS

### ACHIEVEMENTS

The COVID-19 pandemic continued to impact operations of UI throughout SFY 21. A total of 264,615 claims for unemployment insurance assistance were filed from July 1, 2020 through June 30, 2021. For a comparison against non-pandemic-impacted years; there were a total of 289,611 claims filed in SFY 2016 through SFY 2019. The pandemic continued to stress UT's ability to efficiently pay out benefits and effectively make changes to assist claimants in SFY 21.

In addition to the five pandemic programs set up in SFY 20 (Federal Pandemic Unemployment Compensation, Pandemic Unemployment Assistance, Pandemic Emergency Unemployment Compensation, Waiting week reimbursement, and 50% cost offset for reimbursable employers), UI setup 10 projects related to pandemic unemployment insurance in SFY 21 (Extended Benefits-EB, Lost Wage Assistance, FPUC 2.0, the \$300 stimulus, Mixed Earners Unemployment Compensation, PEUC 2.0, the ARPA extension of all programs to September 2021, PUA enhancements to investigate fraud, ID theft deterrent enhancements, and ending pandemic programs early June 26, 2021.) There were several policy and operational changes, and technical deployments to fix various applications of the unemployment insurance program as a result of several changes and reversals in guidance from USDOL as the many COVID-19 pandemic-related programs progressed.

The Unemployment Insurance Division, in coordination with various divisions within Workforce Services, was able to stand up needed federal programs and provide benefits to eligible recipients. During SFY 21 a total of \$1,152,171,329 was paid out in benefits. This amount exceeded the previous record set in SFY 20 (\$1,075,714,829) and also exceeds the combined benefit payments for SFY 14 through SFY 19 (\$1,081,458,097.)

### CHALLENGES

Utah has largely opted out of the COVID-19 pandemic unemployment insurance programs. There remains plenty of work to investigate potential improper payments; reimplement former quality and service processes that were suspended during the pandemic; increase re-employment efforts to pre-pandemic levels; and most importantly, begin the process of rebuilding the unemployment insurance trust fund back to a level that can adequately respond to the next economic downturn.



#### TRUST FUND BALANCE

June 30, 2021  
\$806,448,000

#### PERCENT OF EMPLOYERS REGISTERED WITHIN 90 DAYS

State Fiscal Year 2021  
97.3%

*Please refer to Appendix B for a more detailed balance sheet of Utah's Unemployment Insurance Trust Fund.*



JUSTIN WILLIAMS

*For additional information visit [jobs.utah.gov](https://jobs.utah.gov) or Justin Williams, division director, at [jswilli@utah.gov](mailto:jswilli@utah.gov) or 801-526-9600.*



#### WORKFORCE SERVICES UNEMPLOYMENT INSURANCE



FULL-TIME  
EMPLOYEES: 260

## DIVISION HIGHLIGHTS

# UTAH STATE OFFICE OF REHABILITATION

The Utah State Office of Rehabilitation (USOR) provides services to individuals with disabilities to assist them in achieving competitive, integrated employment, increasing their independence and enhancing their quality of life.



## REHABILITATION SERVICES PROGRAM

### GOAL

**PROGRAM PURPOSE:** The Rehabilitation Services Program provides high-quality, individualized services to eligible clients with disabilities. These services include disability restoration and treatment services, counseling and guidance, assistive technology, training, job placement services and follow-up support.

**KEY STRATEGIES:** Statewide Rehabilitation Services staff, including vocational rehabilitation counselors, employment specialists, benefits planners and assistive technology specialists, collaborate to provide a comprehensive system of support to assist individuals overcoming barriers and achieving their employment goals.

### DATA

| Rehabilitation Services State Fiscal Year 2021 |  |
|--|--|
| State Fiscal Year                              | New VR applicants                      |
| 2020   | 6,192                                  |
| 2021   | 5,624                                  |
| State Fiscal Year                              | VR clients served                      |
| 2020   | 17,089                                 |
| 2021   | 16,278                                 |
| State Fiscal Year                              | VR clients closed employed             |
| 2020   | 2,068                                  |
| 2021   | 1,739                                  |
| State Fiscal Year                              | Employers served by Business Relations |
| 2020   | 327                                    |
| 2021   | 668                                    |

| State Fiscal Year | UWIPS benefits summaries presented   |
|-------------------|--|
| 2020              | 672  |
| 2021              | 587  |
| State Fiscal Year | New UCAT clients served  |
| 2020              | 586  |
| 2021              | 546  |
| State Fiscal Year | Social security beneficiaries closed employed                                  |
| 2020              | 498  |
| 2021              | 342  |
| State Fiscal Year | Percent of individuals with significant disabilities closed employment         |
| 2020              | 89.75%   |
| 2021              | 82.6%  |
| State Fiscal Year | Percent of individuals served that were transition-age youth with disabilities |
| 2020              | 42.87%   |
| 2021              | 43.81%   |

### ACHIEVEMENTS

- USOR expanded access and accessibility to transition services for youth and students with disabilities by utilizing internal staff and new contract providers. The goal of USOR's transition program is to ensure students with disabilities receive the skills and experiences necessary to prepare for adult life and enter the workforce. Critical initiatives to support successful provision of transition services included adapting curriculum and programs for virtual learning

## DIVISION HIGHLIGHTS

environments due to the pandemic and implementing new contracts targeted to service students with sensory impairments including students who are blind, low vision, Deaf, hard of hearing and Deafblind.

- USOR completed its first year of the Work Ability Internship (WAI) program by providing paid workplace learning opportunities to 15 individuals with disabilities. The WAI program helps individuals with disabilities learn new skills, establish a network of professional contacts, explore career paths in state government and increase readiness to obtain permanent employment. USOR also facilitated six additional internships with other state agencies including the Governor's Office of Management and Budget (GOMB), Department of Human Services (DHS) and the Department of Technology Services (DTS). During the first year 93% of WAI participants successfully completed their internships and more than 60% obtained permanent employment within 90 days of completing their internships.
- To meet the needs of Utah businesses during the COVID-19 pandemic and to support their ability to hire and retain individuals with disabilities, USOR enhanced and expanded its employer services. Program enhancements included moving all of the Department's Choose to Work Employment Specialists under the USOR Business Relations Team, providing them intensive training on disability, accommodations and employment placement strategies and transitioning the team into a specialized employer services tracking system. As a result, the USOR Business Relations Team increased the number of employers served and increased the number of individualized services provided. These employer services include employer training and technical assistance, providing information and resources on financial support to hire individuals with disabilities, recruitment and placement support and facilitating on-the-job training opportunities.

## CHALLENGES

Many individuals postponed applying for services because of health- or technology-related challenges during the past year. In addition, many eligible clients requested their participation in training programs and job placement activities be delayed until COVID-19 risks and public safety concerns were lowered. Client participation in activities were also affected by vendors canceling or postponing services. In addition, manufacturer delays resulted in the reduction of assistive technology (AT) devices and equipment provided by the program to schools,

employment and independent living. Since most COVID-19 restrictions have been lifted, the focus will be on reengaging community partners in order to increase the number of new applicants and help existing clients move forward with their employment goals. However, there are still some vendor related service delays and supply chain disruptions for AT equipment and supplies.



## DISABILITY DETERMINATION SERVICES

### GOAL

**PROGRAM PURPOSE:** The Disability Determination Services (DDS) works in partnership with the Social Security Administration (SSA) to process disability applications, adjudicate disability claims and process continuing disability reviews.

**OUTCOMES AND KEY MEASURES:** For DDS, SSA program funding is based on a federal fiscal year cycle (October 1 – September 30).

### DATA

| DDS Standards                         | Federal Fiscal Year 2020 | Federal Fiscal Year 2021 |
|---------------------------------------|--------------------------|--------------------------|
| Number of adjudicated claims per year | 12,169                   | 11,851*                  |
| Accuracy rates                        | 95.31%                   | 97.08%*                  |
| Processing time (average)             | 100.47 days              | 158.3 days               |

*\*Data as of 7/31/21. Complete numbers will be available at the end of Federal fiscal year.*

## ACHIEVEMENTS



## DIVISION HIGHLIGHTS

- Implemented national Disability Case Processing System (DCPS ) which will be the primary adjudicative platform used by DDS by the end of FY 2021.
- Worked with multiple DDS medical providers to resume consultative exams within state and federal safety guidelines.

## CHALLENGE

Due to COVID-19 and the resulting economic impacts, SSA significantly restricted workloads and medical providers restricted access to consultative exams. This resulted in an increased backlog and agency processing time. Despite this, DDS maintained successful accuracy rates and continued to clear claims within SSA's requirements. Challenges moving forward include the implementation of new processes mandated by SSA, effectively training multiple cohorts of new claims examiners, and additional workload related to catching up on a backlog of hearing claims once SSA resumes face-to-face hearings.



### SERVICES FOR THE DEAF AND HARD OF HEARING

## GOAL

**PROGRAM PURPOSE:** The Division of Services for the Deaf and Hard of Hearing (DSDHH) provides individuals who are Deaf, hard of hearing or Deafblind with opportunities and programs to enhance or maintain skills necessary to fully participate in their employment, family and community. DSDHH is also responsible for certifying all American Sign Language interpreters for Utah.

**KEY STRATEGIES:** Program services are provided without communication barriers at both the Sanderson Community Center of the Deaf and Hard of Hearing in Taylorsville and a satellite office in St. George. Services include classes, counseling and case management, activity programs and employment assistance.

#### Outcomes and Key Measures

- DSDHH provided accessible services to 4,985 deaf and hard of hearing individuals across the state and an average of 1,221 individuals received one or more services each month.
- 3,366 individuals received educational services and resource information through the hard of hearing program.
- The UIP issued certifications to 474 individuals, including 42 new interpreters.

- DSDHH interpreters logged 3,093 hours of direct interpreting services for Vocational Rehabilitation clients, employees and community members.

## ACHIEVEMENTS

- After several years of research, design and development, the Utah Interpreter Program\* (UIP) certified it's first Deaf interpreter
- DSDHH partnered with the Salt Lake County Health Department to coordinate, promote, and provide interpreter services for a series of COVID-19 vaccination clinics for the Deaf, hard of hearing and Deafblind communities. Over 200 individuals were fully vaccinated as a result of the clinics.
- DSDHH interpreters provided many hours of ASL interpretation during weekly COVID-19 press conferences and provided the first live ASL interpretation of the Governor's State of the State address.



### SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

## GOAL

**PROGRAM PURPOSE:** The Division of Services for the Blind and Visually Impaired (DSBVI) provides services to increase the personal and economic independence of Utah's blind and visually impaired population.

**KEY STRATEGIES:** Program services include training and adjustment services, low vision services and specialized services for Deafblind individuals.

#### Outcomes and Key Measures

- Low vision services extended to 2,091 individuals throughout the state, including 503 virtual contacts.
- Support Service Provider and iCanConnect services were provided to 97 individuals who are Deafblind.
- Training and adjustment services offered to 16 full-time in person and 63 virtual students. 88 individuals participated in other types of virtual training offered during the pandemic.

## ACHIEVEMENTS

- Utah School for the Deaf and Blind (USDB) and DSBVI have several collaborations including a college readiness program, student career fair and client work experience program.

## DIVISION HIGHLIGHTS

- Seven grants totaling \$36,000 were awarded to three consumer groups to help serve the blind communities throughout the state.

## CHALLENGE

The Business Enterprise Program (BEP) that licenses legally blind individuals to operate various types of food services within government agencies across the state has faced significant challenges this year. Federal, state and local government facilities have changed how they operate and provide services to the public since the COVID-19 pandemic. Building closures and increased remote work days have caused major decreases in sales for the licensed blind business owners in the program. BEP staff and owners are looking for ways to retool these businesses to address these ongoing challenges.



**WORKFORCE  
SERVICES**  
REHABILITATION



SARAH BRENNNA

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**FULL-TIME  
EMPLOYEES: 400**



## DIVISION HIGHLIGHTS

# WORKFORCE DEVELOPMENT

The Workforce Development Division (WDD) fuels Utah's economic engine by supporting the workforce with training, education and other resources. Aligning the skills and knowledge of our citizens with the needs of employers is the top priority. With 30 one-stop employment centers embedded in communities across the state, services are provided to help job seekers connect with employers and receive the training and skills they need to be prepared for employment.

## GOAL

To fuel Utah's economic engine by supporting the workforce with training, education and support.

## DATA

| Job Orders                      |               |
|---------------------------------|---------------|
| State Fiscal Year               | # of Orders   |
| 2020                            | 288,005       |
| 2021                            | 411,103       |
| Internal Compliance Case Review |               |
| State Fiscal Year               | Accuracy Rate |
| 2020                            | 91.54%        |
| 2021                            | 87.21%        |
| TANF Positive Closure           |               |
| State Fiscal Year               | Rate          |
| 2020                            | 72.20%        |
| 2021                            | 73.29%        |
| WIOA Positive Closure           |               |
| State Fiscal Year               | Rate          |
| 2020                            | 86.28%        |
| 2021                            | 81.60%        |

| Job Seekers Served               |          |
|----------------------------------|----------|
| State Fiscal Year                | # Served |
| 2020                             | 414,286  |
| 2021                             | 706,789  |
| Employers Served                 |          |
| State Fiscal Year                | # Served |
| 2020                             | 10,380   |
| 2021                             | 23,093   |
| Average Quarterly Job Placements |          |
| State Fiscal Year                | # Placed |
| 2020                             | 28,604   |
| 2021                             | 63,877   |

## ACHIEVEMENTS

**Connecting Employers and Job Seekers:** Over the past state fiscal year, the division hosted 12 virtual job fairs for all Utahns and two specialized job fairs focused on employment opportunities for individuals with disabilities. Each job fair had an average of 650 job seekers with an average of 100 employers hiring for more than a combined total of 14,000 jobs. Prior to each job fair, the department hosted a virtual training to prepare job seekers to be successful in connecting with employers. An average of 15% of job seekers attended the pre-job fair workshop.

**Assisting Unemployment Claimants:** Division staff performed proactive, outbound contacts to Unemployment Insurance claimants near exhaustion of benefits to discuss re-employment opportunities, education and training opportunities and other household resource options.

Over the past state fiscal year, staff called more than 53,000 individuals and talked with more than 40% of those individuals. During these calls, staff provided additional information on employment opportunities, training programs, temporary assistance programs and community resources.



## DIVISION HIGHLIGHTS

**Re-employment Support:** Re-employment support system workshops are provided for unemployment insurance claimants identified as most likely to exhaust their benefits. During the state fiscal year, 2,177 claimants attended these workshops specifically designed to help reconnect them to employment in their former field or a new field.

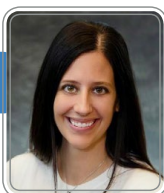
## CHALLENGE

A primary challenge for WDD is to continue to create a talent pipeline for employers in the new economy. As the division reaches out to low-wage, low-skill workers and disadvantaged populations, staff often find that these individuals are unaware of services available to assist them in obtaining the type of employment needed to support their families. Over the next year, the division will continue to perform outreach for disadvantaged individuals in Utah so they can take advantage of services available to them to connect to the workforce through sustainable careers. There will also be continued efforts to reach out to employers to help them find qualified candidates for their job openings.



**WORKFORCE  
SERVICES**  
**WORKFORCE  
DEVELOPMENT**

ELIZABETH CARVER



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visit [jobs.utah.gov/workforce](https://jobs.utah.gov/workforce) or  
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**FULL-TIME  
EMPLOYEES: 464**

## DIVISION HIGHLIGHTS

# WORKFORCE RESEARCH AND ANALYSIS

The Workforce Research and Analysis Division (WRA) is responsible for understanding Utah's dynamic economic landscape and to assist policy makers, business owners, job seekers and industry leaders in making informed decisions. The division consists of an expert team of economists, researchers, business intelligence experts and labor market analysts who are at the forefront of gathering in-depth data and providing clear analysis to support Utah's economic engine. Additionally, the division provides data and analysis tied to the many federal programs and grants administered statewide by Workforce Services and partnering state agencies.

## GOAL

To provide the economic and programmatic information that matters for Utahns in a concise and thorough manner, allowing policy makers, business owners, job seekers, industry leaders and partners to make informed decisions.

## DATA

| MIS Data Reports & Requests |                       |
|-----------------------------|-----------------------|
| State Fiscal Year           | # of Reports/Requests |
| 2020                        | 2,477                 |
| 2021                        | 3,024                 |

## ACHIEVEMENTS

Creation of the Employment Information Dashboard, which presents benefit activities filed through the Utah unemployment insurance system, along with active employer job postings through the Department of Workforce Services job board. These real-time measures offer a time-sensitive snapshot of Utah's economic trajectory. Together, these variables speak toward Utah's current and anticipated labor market tendency. The dashboard can be found here:

<https://jobs.utah.gov/wi/empinfo/index.html>

The Utah Data Research Center (UDRC) continued to make progress towards the migration to the cloud and enhancements to the system. In addition, the UDRC completed, or is in the final stages of completing, the following agenda items:

- Gender Wage Gap. This study aims to investigate the gender wage gap experience by those who received a certificate of

degree from the Utah System of Higher Education

- Longitudinal research on the 2013 IGP cohort and the effects of COVID-19 on their workforce attachment
- Student Mobility. This study examines the mobility trends associated with the P20W pipeline

Creation of many research and economic analyses throughout the year including:

- Research on multiple jobholders
- Teleworking during the COVID-19 pandemic
- COVID's Impact on manufacturing in Cache and Box Elder counties
- The changing Utah County economy



## DIVISION HIGHLIGHTS

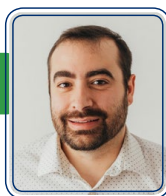
### CHALLENGE

Increased workloads and the need for data has never been more in demand than during COVID-19 and continues to remain that way. Collecting and connecting data to answer complex questions with sophisticated research remains a major challenge for WRA. In addition, recruiting and retaining employees has always been a challenge for our division, and current economic conditions are proving to make this even more difficult. Incentives such as the ability to telework may help retain and recruit some staff, although it continues to be difficult to compete with the private sector.



#### **WORKFORCE SERVICES** RESEARCH & ANALYSIS

JEREMIAS SOLARI



*For additional information  
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801-526-9728.*



**FULL-TIME  
EMPLOYEES: 34**

## PROGRAM HIGHLIGHTS

### APPRENTICESHIPS



#### PROGRAM PURPOSE

Apprenticeships combine paid on-the-job learning with formal classroom instruction to prepare workers for highly-skilled careers. High-quality apprenticeships are industry driven and result in a portable, industry or nationally-recognized credential, certificate, degree or credit toward a degree.

Apprenticeship programs are a large focus for the state and demonstrate value as a talent recruitment, workforce development, diversity, retention and economic recovery strategy. Workforce Services and the Commissioner of Apprenticeship Programs for the State of Utah continually seek to identify, promote and expand apprenticeship opportunities statewide. Messaging is being developed to promote apprenticeship programs to engage employers, broadening industries and developing more opportunities for apprentices.

#### KEY INITIATIVES AND STRATEGIES

In year two of the U.S. Department of Labor Apprenticeship State Expansion Grant, Workforce Services shifted to a virtual environment to continue connecting with employers, programs and apprentices. While the COVID-19 pandemic created a momentary pause in activity, Utah has rebounded well. Efforts continue to expand and fully integrate apprenticeship into state workforce, education and economic development strategies and programs; to diversify and expand apprenticeships in IT, construction, healthcare and manufacturing; and diversify the apprentice candidate pool to include at-risk youth, women, people with disabilities, veterans and people of color.

The Commissioner worked with key stakeholders to implement activities and strategies to support the recommendations made in Utah's Inaugural Apprenticeship Landscape report. The second annual Apprenticeship Utah report is [available here](#).

During the 2021 Utah legislative session, HB 391 further defined registered apprenticeship, pre-apprenticeship and youth apprenticeship in state statute. Having these definitions is key to ensuring the use of common language among key stakeholders. These definitions are available for review in the annual Apprenticeship Utah report.

#### FUNDING UPDATE

The Apprenticeship State Expansion Grant provides funding for apprentices' educational and employment related expenses as well as on-the-job training reimbursements for employers. Additionally, individuals who are eligible and

appropriate for WIOA or TANF funds are co-enrolled.

Workforce Services is currently using the Unemployment Insurance Special Administrative Expense Account to support the development of tools and resources to support apprenticeship expansion and a media outreach campaign to promote apprenticeships. Recommendations to support ongoing development, expansion and growth of high-quality apprenticeship opportunities may be found in the full Apprenticeship Utah report.

#### OUTCOMES AND KEY MEASURES

##### Apprenticeship State Expansion Grant

1. Provide services to 440 participants
2. Modernize reporting and tracking
3. Diversify talent pipeline with underrepresented populations
4. Increase the number of sponsors on Education & Training Provider List (ETPL)
5. Increase Registered Apprenticeship Program (RAP) opportunities for targeted industries: information technology, construction, manufacturing, healthcare and other industries as identified

##### Commissioner of Apprenticeship Programs

Provide an annual written report to the legislature to include:

- number of available apprenticeship, youth apprenticeship and pre-apprenticeship programs in the state;
- number of apprentice participants in each program;
- the completion rate of each program;
- the cost of state funding for each program; and
- recommendations for improving apprenticeship, youth apprenticeship and pre-apprenticeship programs.

See the [Apprenticeship Utah Report](#).

#### ACHIEVEMENTS

The implementation of quarterly virtual business-to-business webinars have been a successful tool to engage more employers to develop and expand apprenticeship programs. This has resulted in the development of 29 new programs registered.

Apprenticeship State Expansion Grant outcomes include:

- 187 new apprentices
- 39 sponsors added to the Education and Training Provider List
- The average starting hourly wage is \$18.67 for grant-funded apprentices.



## PROGRAM HIGHLIGHTS

See the full [Apprenticeship Utah Report](#) for additional achievements.

### CHALLENGE

There continues to be a debate regarding the value of registered apprenticeship programs versus non-registered apprenticeship programs. There are a number of benefits to having a program registered with the U.S. Department of Labor. One of these benefits has been the possible access to federal funding. However, the Utah legislature appropriated state funding for apprenticeship programs but does not require that they are registered. This has created an obstacle in developing more registered apprenticeship programs which have a requirement of meeting quality indicators.

For additional information about Apprenticeships in Utah see the full annual report in the addendum or contact Melisa Stark at [mstark@utah.gov](mailto:mstark@utah.gov) or 801-628-4051.

## CHILD CARE QUALITY INITIATIVES

### PROGRAM PURPOSE

The Office of Child Care is required to use funding to support quality improvement efforts in child care programs operating throughout the state.



### KEY INITIATIVES AND STRATEGIES

Quality funding is used to ensure effective implementation and alignment with the four priorities established in the Child Care and Development Block Grant (CCDBG) Act: (1) ensure health and safety; (2) help parents make informed choices; (3) provide equal access to stable, high-quality child care for low-income children; and (4) enhance quality of the early childhood workforce.

The strategies for improving the quality of child care go beyond traditional child care programs serving young children and extend to programs providing after school, out-of-school-time and school readiness services. OCC provides funding to these programs to improve the quality of services and programming delivered to children through several grants. These programs largely serve students identified as low-income and often in communities that lack enrichment activities.

Central to OCC's quality initiative is Utah's Child Care Quality System (CCQS), which helps parents make informed

care decisions for their children by providing certified quality ratings to child care programs based on scores in five domains of quality. In March 2020, work was paused related to the rating of programs through CCQS due to the COVID-19 pandemic, with program evaluators being required to work from home. OCC stopped taking applications for CCQS in June 2020 and extended existing ratings through June 2021. OCC developed a 9-month online support program called Peer Learning Communities (PLCs) in which 29 center-based programs and 54 family child care providers participated in intensive online training modules designed to allow for greater understanding of best practices in the field.

In June 2021, a CCQS application period was open for eligible programs using a temporary framework. Programs can seek a rating based on whether they opt to have an in-program observation.

### FUNDING UPDATE

In addition to receiving funding from the CCDBG fund, OCC receives funding to administer Utah's partially state-funded preschool program (UT CODE 35A-15). In 2020, OCC received state funding to: (1) repay private investors in Utah's preschool pay for success transaction for children who attended high-quality preschool and did not receive subsequent special education services; (2) release grants to public and private preschool programs to improve the quality of the programs; and (3) release grants to eligible high-quality public and private preschool programs to increase the number of low-income and English learner children served in the programs. The state and federal funding combines to support OCC's quality initiatives and meet federal requirements to expend at least 12% of the federal grant on these activities, ensuring children who are low-income have access to high-quality early care and education programs.

### OUTCOMES AND KEY MEASURES

In addition to the outcomes and measures required by the CCDF Reauthorization Act, OCC developed performance measures within CCQS. The following is a summary of measures that will be tracked by OCC:

1. The majority of children covered by child care subsidies attend "High Quality" or "High Quality Plus" rated licensed child care programs
2. Families use the Care About Childcare website to find CCQS-rated child care programs
3. The majority of licensed child care programs participate in CCQS
4. The majority of child care programs are rated "High Quality" or "High Quality Plus"



## PROGRAM HIGHLIGHTS

### ACHIEVEMENTS

To allow more flexibility to programs during ongoing COVID-19 pandemic recovery, a CCQS Temporary Framework was created for eligible programs.

A CCQS Temporary Framework for Family Child Care providers was also created to provide an opportunity for those programs to receive a Foundation of Quality or Building Quality rating for the first time. The first applications were accepted in June 2021.

The Peer Learning Community project was created, implemented and completed with great success.

### CHALLENGE

Utah's CCQS was gaining momentum at the time that operations had to be suspended due to COVID-19. Although a solution was created to provide an opportunity for family child care programs to be rated, OCC is in the process of building the workforce infrastructure needed for reliable observers in the program. CCQS will need to be reopened to all programs later this year, including family child care programs seeking a High Quality rating. OCC acknowledges this is still a challenging time for child care providers and has developed special protocols to allow observations to take place safely despite the continued challenges that COVID-19 presents to the community.

For additional information about quality child care, visit [careaboutchildcare.utah.gov](http://careaboutchildcare.utah.gov) or contact division director, Rebecca Banner, at [rbanner@utah.gov](mailto:rbanner@utah.gov) or 801-526-9265.

## CHILD CARE SUBSIDY PROGRAM

### PROGRAM PURPOSE

The Office of Child Care (OCC) administers the child care subsidy program. The program provides subsidies to eligible families to help offset the high costs of child care necessary for working parents. In SFY21, an average of 6,263 families and 12,290 children received child care assistance each month. The program serves parents who meet minimum work requirements and whose household income is at or below 85% of the state median income..

### KEY INITIATIVES AND STRATEGIES

OCC is required to complete a market rate survey every three years as a guide to setting payment rates within the context of market conditions. This ensures that child care subsidy rates are sufficient to provide equal access among Utah families to the full range of child care services, including high-quality care. The University of Utah's Economic Evaluation Unit conducted a

comprehensive Market Rate Study, which was published in May 2021. As a result of the survey, subsidy payment rates will be increased in October 2021.

Legislation was passed during the 2021 General Session to reinstitute or extend policy changes made to support families and providers during the COVID-19 pandemic and to help with continued recovery efforts through June 30, 2023. These policies include paying providers based on enrollment, waiving copayments for all families and maintaining the entry and exit income thresholds at 85% of the state median income for households applying and receiving child care assistance.

Additionally, a new Utah Child Care and Development Fund (CCDF) state plan was submitted June 30, 2021 pending approval for FFY 2022-2024. The state plan guides OCC's initiatives.

### FUNDING UPDATE

In December 2019, the United States Congress increased appropriations to CCDF Discretionary funds. Additional appropriations were made to CCDF through Coronavirus Aid, Relief and Economic Security Act (CARES). In addition to these funds, Congress passed the Coronavirus Response and Relief Supplemental Appropriations (CRRSA) Act and the American Rescue Plan (ARP) Act to further aid and support child care providers and families. This funding allowed the Office of Child Care to respond to the COVID-19 pandemic by adjusting income eligibility requirements, waiving copayments, providing child care to essential employees and instituting payment practices that ensured child care programs remained open and operating during the pandemic. Additionally, the funds allowed Utah to increase its child care provider subsidy payment rate in October 2020, and will increase rates again in October 2021.

### OUTCOMES AND KEY MEASURES



A number of outcomes and measures are required by the CCDF Reauthorization Act and outlined in Utah's state plan. In addition, the United States Department of Health and Human Services requires states to report on specific outcomes annually. Both the Office of Child Care outcomes and the federal outcomes are submitted annually by December 31.

### ACHIEVEMENTS

- To support families during the COVID-19 pandemic, the income thresholds for entry and exit (redeterminations) have temporarily increased to 85% of the State Median Income, and copayments have been waived for all families. Through legislation and pending the availability of funding, it is anticipated these changes will remain in effect through June 30, 2023.

## PROGRAM HIGHLIGHTS

### CHALLENGES

Accessibility for low-income families to find child care providers who can meet their needs during the pandemic, particularly families with school-age children completing school in a virtual setting or those who need care during non-traditional hours. OCC will continue to monitor the situation to identify strategies that can mitigate this challenge in support of working families and the child care system.

Although more families are potentially eligible for child care assistance, there has not been a significant increase in the subsidy caseload. Many providers have also had to reduce the number of families served due to increased health and safety requirements, and have had a reduction in staff due to a competitive workforce that can pay higher wages. OCC continues to evaluate these trends and engage stakeholders to implement strategies to aid in the long-term recovery of the child care system.

For additional information about child care subsidies, visit [jobs.utah.gov](https://jobs.utah.gov) or contact division director, Rebecca Banner, at [rbanner@utah.gov](mailto:rbanner@utah.gov) or 801-526-9265.

## COMMUNITY SERVICES BLOCK GRANTS

### PROGRAM PURPOSE:

Community Services Block Grant (CSBG) is an appropriation from the U.S. Department of Health and Human Services to help communities address poverty issues. States are allocated money on a formula basis and are directed to fund anti-poverty agencies statewide to address the local issues of poverty. There are nine agencies statewide that receive funding from CSBG. Every county in the state is served by one of these agencies.

CSBG is a flexible source of funding for these grantees to allow each community to properly address the issues of poverty. Grantees operate under the direction of a tripartite board of elected officials, business representatives and low-income individuals. These boards are charged with identifying the specific problems in the community, developing work plans and structuring programs to address these issues.

### KEY INITIATIVES AND STRATEGIES:

The state partners with community action agencies throughout Utah who account for their success within three national goals:

- Individuals and families with low incomes are stable and achieve economic security.
- Communities where people with low incomes live are healthy and offer economic opportunity.
- People with low incomes are engaged and active in building opportunities in communities.

### FUNDING UPDATE:

The total funds allocated to the state of Utah in Federal Fiscal Year 2021 was \$3,788,676.

### OUTCOMES AND KEY MEASURES:

Vulnerable populations served by CSBG Network

- Number of seniors served: 6,689
- Number of people with disabilities served: 11,564
- Number of people served who lack health insurance: 12,141
- Number of children served: 36,273

### ACHIEVEMENTS

- Nimbleness and responsiveness of agencies to economic challenges created by the ongoing COVID pandemic. The community action network has served as a one stop shop for low-income Utahns for a variety of supports (emergency food, housing, transportation, etc.) that helped stabilize families throughout this crisis.
- Southeastern Utah Association of Local Governments (SEUALG) identified that many of the workers it serves have received their certification for Remote Work or were in the process of receiving their certification but did not have the equipment needed to start remote employment, freelance work and e-commerce. Partnering with Utah State University's Rural Online Initiative and offering presentations on the benefits of remote work to our Circle USA partners, TANF clients, and food bank clients have increased Rural Online Initiative participation, percentage of individuals obtaining their certifications, and individuals who are now working remotely. Through partnerships with County Commissioners, and CARES Act funding, SEUALG has been able to purchase the needed equipment for individuals who have received their Rural Online Certification but lack the required equipment to start working remotely.
- Utah Community Action (UCA) contracted in 2020 with the Kem Gardner Policy Institute to complete a more comprehensive Community Needs Assessment. This assessment shaped a tool for decision making on priorities in the community and unmet needs and gaps. By expanding this assessment to a broader base of community partners, UCA and their partners were able to obtain a better understanding of the service provider



## PROGRAM HIGHLIGHTS

landscape, capture input across those providers and identify services offered and service gaps.

### CHALLENGES:

CAP agencies have been slow to expend CSBG CARES funds as they've received a variety of state and federal pandemic response funds with more immediate expiration dates.

Duplicate, and in some cases triplicate, data entry required of CAP agencies administering emergency rental assistance due to the requirements of the CSBG Annual Report.

For additional information about the Community Services Block Grant Program contact Sisifo Taatiti at [staatiti@utah.gov](mailto:staatiti@utah.gov) or 801-468-0069.

## GENERAL ASSISTANCE

### PROGRAM PURPOSE

General Assistance (GA) is a state funded financial assistance program that provides limited benefits to adults who have physical or mental health limitations that prevent them from working. GA serves single or married adults without dependent children in the home and who are not eligible for any federal financial assistance programs.

### KEY INITIATIVES AND STRATEGIES

GA uses an intensive Pursuing Disability Income case management model for long track cases. This model ensures collaboration between the GA case manager, the customer, Social Security Administration, Disability Determination Services and others, including medical providers and partner agencies, to complete the complex Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI) application process. GA case managers assist in completing Social Security Administration application forms, and then track and file appeals to expedite the decision on claims for disability benefits and increase the likelihood of determining a favorable decision of eligibility. GA benefits are recouped if the individual is awarded SSI/SSDI.

### FUNDING UPDATE

GA is solely funded by the State General Fund.

### OUTCOMES AND KEY MEASURES

SSI/SSDI Approvals for State Fiscal Year 2021

- Total: 708
- Initial Approvals: 573
- Reconsideration approvals: 85
- Administrative law judge hearing Approvals: 50



Average days to SSI/SSDI Approvals for State Fiscal Year 2021

- Initial: 141
- Reconsideration: 20
- Administrative law judge hearing: 11

### ACHIEVEMENTS

Workforce Services has avoided closing the GA program enrollment since the fall of 2013, providing a continuously open program of financial benefits to those most in need.

Interim Assistance Payments Recoupment

- GA is a temporary means of support while an application for SSI and SSDI benefits is being processed.
- The benefits are recouped if the individual is awarded SSI or SSDI.
- Recoupment is returned to the State of Utah.
  - ♦ \$250,000 is returned to the GA program annually.
- The remaining balance is returned to the state General Fund.

### CHALLENGE

GA caseloads have declined with the unemployment rate being low prior to the COVID-19 pandemic and the increased benefits issued under the CARES and ARPA Act during the pandemic. The model for tracking the GA budget allows for more efficient spending and forecasting. The GA program is being expended at a lower rate than in years past.

For additional information about the General Assistance Program, contact program manager Tonia Jones at [toniajones@utah.gov](mailto:toniajones@utah.gov) or 801-535-3882.

## HOMELESS SHELTER CITIES MITIGATION RESTRICTED ACCOUNT

### PROGRAM PURPOSE

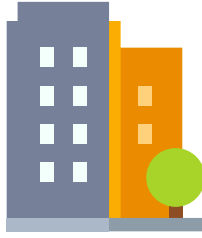
The Homeless Shelter Cities Mitigation Restricted Account was created for eligible municipalities to request funds to employ and equip additional personnel and provide public safety services in and around a homeless shelter within the eligible municipality's geographic boundaries.

The account also allows certified grant-eligible entities that have increased community, social service and public safety needs due to the location of a homeless shelter within a municipality's boundaries the opportunity to apply for grants to mitigate the impacts of the location of a homeless shelter.

## PROGRAM HIGHLIGHTS

### KEY INITIATIVES AND STRATEGIES

Municipalities, cities, and towns with sufficiently sized emergency shelters are eligible for grants from this restricted account. The program intends to assist those communities with funds provided from all other communities in the State without emergency shelter, to lessen the negative impacts of having an operating emergency shelter within the community.



### FUNDING UPDATE

The account is funded by deposits of local sales and use tax revenue and interest from eligible municipalities. Up to \$4,77,601.99 authorized for State Fiscal Year 2021.

- Eligible Municipalities:
  - ♦ South Salt Lake - \$2,111,976  
Personnel and equipment for police, fire and EMT in and around a homeless shelter.  
Midvale - \$1,300,200  
Personnel and equipment for police, fire and EMT in and around a homeless shelter.
- Eligible Municipalities:
  - ♦ Salt Lake City - \$160,100  
Community and neighborhood program and provision of social services.
  - ♦ Ogden - \$961,576  
Personnel and equipment for police, fire and EMT in and around a homeless shelter.
  - ♦ St. George - \$243,749.99  
Personnel and equipment for police, fire and EMT in and around a homeless shelter.

### OUTCOMES AND KEY MEASURES

Increased ability for municipalities/grant eligible entities that receive funds to respond to public safety calls and increased safety of the emergency shelters located in each area.

### ACHIEVEMENTS

- Implementation by Salt Lake City of a community based liaison staff to interact with those experiencing homelessness instead of referring them to law enforcement. This staff was able to have over 1,000 interactions with individuals over the course of the year.
- Both South Salt Lake and Midvale City were able to successfully mitigate the effects of having a resource center in their respective communities, despite complications created by the COVID-19 emergency.

### CHALLENGE

Data collection by the different cities' law enforcement agencies has been challenging, as each city uses different metrics to measure calls, interactions and responses to calls into their dispatch systems. Comparing this information across different agencies is difficult, but all agencies funded by mitigation grants have been very willing to coordinate and work together to find a path forward.

For additional information about the Homeless Shelter Cities Mitigation Restricted Account, please contact Tricia Davis at [tadavis@utah.gov](mailto:tadavis@utah.gov) or 385-441-6011.

## HOUSING

### COMMUNITY MODERATE INCOME HOUSING PLANNING

The Housing and Community Development Division provides technical assistance to Utah's cities and counties for planning moderate-income housing. Certain cities, metro townships, and counties must facilitate a reasonable opportunity for a variety of housing, including moderate income housing to meet the needs of people of various income levels living, working, or desiring to live or work in the community, and to allow people with various incomes to benefit from, and fully participate in, all aspects of neighborhood and community life.

In 2019, Senate Bill 34 included modifications to the moderate income housing requirements and 24 strategies to help with the development of moderate income housing within the next five years. The planning commissions were required to make recommendations to implement, at a minimum, three strategies in their proposed general plan. All required entities submitted their moderate income housing plans and over the next fiscal year, we will be able to track and report their progress.

The Housing and Community Development Division has budgeted for financial assistance for the cost of developing plans for low- and moderate-income housing to the extent of the legislative appropriation. To better distribute information on how cities can meet present and prospective housing needs, the division developed a simple but effective one-stop webpage at [jobs.utah.gov/housing/affordable/moderate](http://jobs.utah.gov/housing/affordable/moderate). The division continues to provide direct technical advice and consultation with municipalities on how to facilitate the creation of low- and moderate-income housing and provides a number of self-service tools and resources on its website to maximize the extent of the technical assistance it can provide. These tools and resources include:



## PROGRAM HIGHLIGHTS

- Clearinghouse of information for federal, state and local housing assistance programs
- Model moderate-income housing plan element and template
- Outline and writing guide for a moderate-income housing plan
- Database of moderate-income housing plans
- Clearinghouse of affordable housing data
- Five-year housing projection calculator
- Housing gap assessment tool
- Annual affordable **housing assessment reports**

### AFFORDABLE HOUSING STOCK

The Housing and Community Development Division provides an analysis of the amount of affordable housing units and low-income housing units available in each county and municipality in the state and compares that amount to the state average.

The analysis uses the “mismatch ratio” methodology developed by the Urban Institute for HUD’s biennial Worst Case Housing Needs Reports. Data for this analysis comes from HUD’s 2020 Comprehensive Housing Affordability Strategy five-year estimates. It calculates the number of affordable and available rental housing units per one hundred renter households at or below 50% area median income (AMI). Each mismatch ratio is then presented as a percentage of the state’s mismatch ratio of affordable and available rental housing units per one hundred renter households.

The full analysis report is located at: [jobs.utah.gov/housing/reports](https://jobs.utah.gov/housing/reports).

For additional information about Housing Programs, contact Jess Peterson at [jesspeterson@utah.gov](mailto:jesspeterson@utah.gov) or 801-468-0145.

## MEDICAL (MEDICAID, CHIP AND UPP)

### PROGRAM PURPOSE



Medicaid is a program which covers medical expenses for certain groups of people who have limited income and resources. Medicaid primarily covers children, pregnant women, the elderly and persons with disabilities. Once approved, Medicaid eligibility will be reviewed annually. By providing health coverage, Medicaid aims to improve the health of people in Utah who might otherwise go without medical care for themselves or their children.

The Children’s Health Insurance Program (CHIP) is a low-cost health insurance plan for uninsured children. CHIP aims to cover Utah’s children. The program is available to children of families with income levels too high to qualify for Medicaid, who are not enrolled in insurance, and cannot afford private or employer-sponsored health insurance. Once approved, CHIP eligibility is reviewed annually.

Utah’s Premium Partnership (UPP) for Health Insurance is for children and adults. UPP was created to help uninsured Utahns take advantage of employer-sponsored health insurance by making it more affordable. UPP helps working individuals and families by reimbursing for all or part of their monthly health insurance premiums through their employer’s health insurance plan or COBRA coverage. Once approved, UPP requires an annual eligibility renewal.

### KEY INITIATIVES AND STRATEGIES

There are various quality control mechanisms of eligibility for medical assistance that require a collaborative effort between the Department of Health and Workforce Services. Quality is defined as making the correct eligibility determinations by assuring the customer is issued benefits on the appropriate medical program or medical plan for each month. The quality element may be reviewed by:

- Workforce Services through the internal Performance Review Team;
- The Department of Health through the Medicaid Eligibility Quality Control unit, often project-based; and
- External reviewers, including the State Auditor’s Office annual Single State Audit and the Payment Error Rate Management audit, which is performed every three years.

### OUTCOMES AND KEY MEASURES

Key outcomes and measures for the program in State Fiscal Year 2021 are:

- Federal Program Timeliness (decision made in under 30 days): 91.92%
- Average Days to Decision: 13.26 days

### ACHIEVEMENTS

- The team received a rating of 100% on the Single State Audit.

### CHALLENGE

The challenge this year continues to revolve around COVID-19, specifically the Medicaid directive of not closing or reducing benefits during the national emergency period. Though we are hoping the directive ends in December 2021,

## PROGRAM HIGHLIGHTS

we still do not have an actual end date. As was the case last year, challenges stem from determining how to properly act on changes while not negatively impacting the customer's benefit or in some instances not decrease their benefit. It will be difficult, systematically and procedurally, when this period is over to get cases and benefits corrected and aligned with policy. The initial planning phases of training have begun, resource designs, workload and build requests. However, without a date, it is very challenging to know when to act on these. Timing will be key.

For additional information about the medical program, contact Muris Prses at [mprses@utah.gov](mailto:mprses@utah.gov) or 801-526-9831.

## PAMELA ATKINSON HOMELESS TRUST FUND

### PROGRAM PURPOSE

The Pamela Atkinson Homeless Trust Fund and the Homeless to Housing Restricted Account are the primary mechanisms of the state of Utah to deliver core funding to assist nonprofit agencies serving the homeless population. These sources are combined to release in one competitive Request for Proposal (RFP). No more than 80% of PAHTF funding can be allocated in counties along the Wasatch Front.

### KEY INITIATIVES AND STRATEGIES

A critical component of fund utilization is to leverage dollars to the greatest extent possible. The PAHTF, and H2H funds are utilized as the state match for the federal Emergency Solutions Grant, which brings an additional \$1.3 million in federal funding to support homeless programs. In addition, the fund is carefully deployed to maximize the more than \$10 million in U.S. Department of Housing and Urban Development Continuum of Care funding for which nonprofit homeless service providers can qualify.

In addition to maximizing leveraging opportunities, Utah has made a concerted effort to fund projects that emphasize cost-effective solutions for chronic homelessness as well as other distinct sub-populations of individuals and families experiencing homelessness. Funded projects include:

- Creation of or support of housing
- Diversion from emergency shelter
- Emergency housing and shelter
- Employment and occupational training activities
- Permanent supportive housing case management
- Rapid re-housing
- Street outreach
- Transitional housing

### FUNDING UPDATE

- PAHTF total budget for FY21 projects: \$2,014,406.37
- H2H total budget for FY21 projects: \$12,743,988.33
- 32 agencies received funding for 75 projects statewide
  - ♦ State Fiscal Year 2021 funded projects include: emergency shelter, mobile medical clinic operations, permanent supportive housing case management, rapid re-housing, street outreach, transitional housing case management, and comparable database resources for domestic violence service providers.

### OUTCOMES AND KEY MEASURES

- Number of individuals accessing projects supported by PAHTF and H2H: 17,829
- Number of individuals exiting to permanent destinations from projects supported by PAHTF and H2H: 2,196
- Individuals in permanent housing projects, other than rapid rehousing, supported by PAHTF and H2H who exited to or retained permanent housing: 96%

### ACHIEVEMENTS

- Permanent housing projects, other than rapid rehousing, supported by Pamela Atkinson Homeless Trust Fund and Homeless to Housing Restricted Account exceeded the goal in the State of Utah Strategic Plan on Homelessness to have at least 93% of individuals exit to or retain permanent housing.

### CHALLENGES

Throughout SFY21, the COVID-19 pandemic added an unprecedented public health challenge that significantly impacted homelessness. The pandemic posed unique risks for people experiencing homelessness, with limited access to preventative measures, such as handwashing, home isolation,





## PROGRAM HIGHLIGHTS

avoiding high touch surfaces and rapid access to health care. The pandemic also limited individuals in securing other safe temporary options outside of emergency shelters, such as with family and friends. Together with the lack of deeply affordable and attainable housing, stagnant wages, temporarily decreased employment options, job loss and reduction in household incomes, more Utahns have been at risk of becoming homeless. Social service networks have endured significant modifications, increased costs and limitations to services offered during this reporting period.

Data from the 2021 Point in Time Count and reports from Local Homeless Councils throughout the state indicate that there are increasing numbers of people experiencing unsheltered homelessness. Additionally, the nature of unsheltered homelessness appears to be shifting, resulting in larger encampments that pose public health and other challenges for those staying in the camps and the communities around them. Individuals experiencing unsheltered homelessness have different needs and concerns than those in shelter and can be harder to engage with services made available through PAHTF and H2H funds.

For additional information about the Pamela Atkinson Homeless Trust Fund, please contact Tricia Davis at [tadavis@utah.gov](mailto:tadavis@utah.gov) or 801-468-0148.

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

### PROGRAM PURPOSE



The Supplemental Nutrition Assistance Program (SNAP or Food Stamps) offers nutrition assistance to millions of eligible, low-income individuals and families, and provides economic

benefits to communities nationwide. SNAP is the largest program in the domestic hunger safety net. The U.S. Food and Nutrition Service (FNS) works with state agencies, nutrition educators, and neighborhood- and faith-based organizations to ensure those eligible for nutrition assistance can make informed decisions about applying for the program and accessing benefits. FNS also works with state partners and the retail community to improve program administration and ensure program integrity.

SNAP benefits can be used to purchase food, such as breads and cereals, fruits and vegetables, meats, fish and poultry, and dairy products. Benefits can also be used to buy seeds and plants which produce food. SNAP benefits cannot be used

to buy beer, wine, liquor, cigarettes or tobacco; or nonfood items, such as pet foods, soaps, paper products and household supplies, vitamins, medicines, food that will be eaten in the store, or hot foods.

### KEY INITIATIVES AND STRATEGIES

#### **Able-Bodied Adults Without Dependents (ABAWD):**

Individuals who are able-bodied, aged 18 to 49 years old and without dependents can only receive SNAP benefits for three months out of 36 months. After receiving three months of benefits in a 36-month period, an ABAWD must be working 20 hours per week, or be in training 20 hours per week (or a combination of both) in order to continue to receive SNAP benefits. An ABAWD is required to participate in mandatory SNAP Employment and Training for three out of 12 months.

**Employment and Training Program:** The purpose of the Employment and Training Program is to assist able-bodied SNAP recipients obtain employment by helping households gain skills, training, work or experience that will increase self-sufficiency.

#### **Nutrition Education:**

- Contract with Utah State University (USU) to help low-income families who receive SNAP learn to budget their benefits and cook healthy, nutritious low-cost meals.
- Working with USU to plan targeted nutrition education for intergenerational poverty families.
- Nutrition education contract is \$1,556,718 (100 percent federally funded).

#### **Waivers with FNS:**

- Telephone interview waiver: Allows interviews for SNAP to be conducted over the telephone rather than in-person at an employment center.
- Unscheduled interview waiver: Allows customers to call for an interview during business hours rather than scheduling an interview appointment.
- Revolving door waiver: Allows customers to resolve the reason for case closure within 30 days without having to complete a new application.
- Shortening certifications waiver: Allows customers who apply for other programs to align the SNAP review period with other programs.
- Verification of new household members waiver: Allows customers 30 days from the date a new household member is reported to provide requested verification to be added to the benefit.

## PROGRAM HIGHLIGHTS

### OUTCOMES AND KEY MEASURES

Key outcomes and measures for SNAP in State Fiscal Year 2021 are:

- Federal Program Timeliness (decision made in under 30 days): 95.08%
- Average Days to Decision: 10.25 days.

### ACHIEVEMENTS

- ESD developed and implemented a Best Estimate and Income Calculation training. The focus of the training is to provide ESD staff with the guidelines, suggestions, resources and tools to improve and maintain SNAP accuracy. Income errors are the top casual factor impacting SNAP accuracy. The training seeks to help staff improve decision making when processing cases and reduce errors.
- ESD Implemented and issued the SNAP Emergency Allotment program during the COVID-19 pandemic. Thus far, the SNAP Emergency Allotment program has been issued for the months of April 2020 through August 2021, with plans to continue in future months until the program has ended. In January 2021, ESD implemented another required change to the program by increasing the maximum allotment amounts by 15% and providing a minimum \$95 SNAP issuance to any household not receiving at least that amount. This change impacted all SNAP customers. Since January 2021 the program has issued an estimated additional \$13 million per month in SNAP benefits to approximately 75,000 families per month.
- In conjunction with the Utah State Board of Education, ESD Implemented and issued the Pandemic EBT program during the COVID-19 pandemic. The program focused on issuing SNAP-like benefits to eligible Utah school children who were unable to receive free and reduced price school meals because of school closures. ESD issued P-EBT benefits to eligible Utah students in August and September 2020 for Utah School Year 2019-2020. The program continued into the Utah School Year 2020-2021. ESD issued three separate rounds of P-EBT payments to eligible Utah students for the months of September 2020 through May 2021. The P-EBT program was expanded to any children under the age of six who are receiving SNAP. ESD issued two rounds of P-EBT payments to this group for the months of October 2020 through May 2021. The P-EBT program was expanded to cover both groups of Utah students and children under the age of six for the summer months. ESD will be issuing a one-time \$375 P-EBT benefit at the end of August 2021.

### CHALLENGES

- During the COVID-19 pandemic, new Federal Program Initiatives for SNAP were delegated to states to implement with complex programming and short turnaround timeframes. Two of these initiatives were SNAP Emergency Allotment and coordination with the Utah State Board of Education to administer the COVID-19 Pandemic EBT program. Both programs remain open and operational.
- ESD was asked to quickly adjust priorities within the existing SNAP program to meet challenges brought about by the COVID-19 pandemic. These adjustments included ABAWD Time Limit exemptions, E&T program and system redesigns and a temporary blanket waiver for Quality Control Face-to-Face interviews.
- ESD had to continue to meet SNAP program requirements in benefit accuracy and timeliness while shifting the majority of its workforce to a teleworking environment.

For additional information about SNAP contact Muris Prses at [mprses@utah.gov](mailto:mprses@utah.gov) or 801-526-9831.

## STATE SMALL BUSINESS CREDIT INITIATIVE

### PROGRAM PURPOSE

Utah's State Small Business Credit Initiative was a federal program administered by the U.S. Department of Treasury, which was funded with \$1.5 billion to strengthen state programs that support private financing to small businesses and small manufacturers. In conjunction with private financing, the Initiative was expected to help spur up to \$15 billion in lending to small businesses and manufacturers that were not getting the loans or investments they needed to expand and create jobs. In January 2013, Workforce Services signed a contract with the Utah Small Business Growth Initiative (USBGI), a subsidiary company of Utah Center for Neighborhood Stabilization. The program closed on March 30, 2017, with all funds expended or obligated.

### KEY INITIATIVES AND STRATEGIES

Lenders targeted an average borrower size of 100 employees or less, not to exceed a maximum borrower size of 750 employees. Corporations, partnerships and sole proprietorships were eligible, including nonprofits and cooperatives. Lenders targeted, but were not restricted to,



## PROGRAM HIGHLIGHTS

small businesses statewide with one or more of the following characteristics:

- Located in a low- to moderate-income neighborhood
- Located in underserved communities
- Women- or minority-owned businesses

## FUNDING UPDATE

The total funds allocated to the state of Utah was \$12,686,388.

All funds have been obligated or expended..

## OUTCOMES AND KEY MEASURES

| State Small Business Credit Initiative Outcomes and Key Measures |                          |                 |                     |                      |              |               |
|--|--------------------------|-----------------|---------------------|----------------------|--------------|---------------|
| Program Year   | Participation/ Guarantee | Number of Loans | Gross Loan Amount   | Participation Amount | Jobs Created | Jobs Retained |
| 2012   | Participation            | 1               | \$150,000           | \$30,000             | 10           | 2             |
| 2013   | Participation            | 2               | \$4,850,000         | \$582,000            | 25           | 59            |
| 2014   | Participation            | 0               | \$0.00              | \$0.00               | 0            | 0             |
| 2015   | Participation            | 1               | \$2,520,000         | \$420,000            | 15           | 20            |
| 2016   | Participation            | 2               | \$12,305,000        | \$5,395,000          | 49           | 10            |
| <b>Totals</b>  |                          | <b>5</b>        | <b>\$19,825,000</b> | <b>\$6,427,000</b>   | <b>99</b>    | <b>91</b>     |
| 2012   | Guarantee                | 2               | \$375,000           | \$300,000            | 32           | 68            |
| 2013   | Guarantee                | 8               | \$1,448,400         | \$1,120,970          | 38           | 117           |
| 2014   | Guarantee                | 9               | \$13,258,905        | \$10,427,124         | 229          | 826           |
| 2015   | Guarantee                | 8               | \$11,748,035        | \$9,200,428          | 88           | 438           |
| 2016   | Guarantee                | 3               | \$5,500,000         | \$3,600,000          | 80           | 638           |
| <b>Totals</b>  |                          | <b>25</b>       | <b>\$32,330,340</b> | <b>\$24,648,522</b>  | <b>467</b>   | <b>2,087</b>  |
| <b>Grand Totals</b>  |                          | <b>30</b>       | <b>\$52,155,340</b> | <b>\$31,075,622</b>  | <b>566</b>   | <b>2,178</b>  |

## PROGRAM HIGHLIGHTS

### ACHIEVEMENTS

- The **loan guarantee program** originated 31 loans from 2013 to present for a total loan value of \$30,700,000. Of that there was \$23,441,022 in guarantees provided by the state of Utah. All loans have been repaid except for one. The one loan that is currently open runs through October 2021. The guaranteed loan program has created 357 new full-time jobs and has retained 1,944 full-time jobs.
- The **loan participation program** originated six loans from 2013 to present for a total loan value of \$19,800,000. Of that, \$6,500,000 was participation from USBGI. All loans in the participation loan program have been paid off in full. The participation loan program created 99 new full-time jobs and retained 91 full-time jobs.
- The two programs have extended 37 loans for a total loan value of \$50,500,000 creating 456 new full-time jobs and retaining 2,035 full-time jobs. All loans have been closed with the exception of one loan guarantee which expires in October.

For additional information about the State Small Business Credit Initiative, contact Keith Heaton at [kheaton@utah.gov](mailto:kheaton@utah.gov) or 801-468-0133.

## TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

### PROGRAM PURPOSE

The Temporary Assistance for Needy Families (TANF) program is designed to help needy families achieve self-sufficiency. States receive block grants to design and operate

programs that accomplish one of the purposes of TANF.

The four purposes of the TANF program are to:

1. Provide assistance to needy families so that children can be cared for in their own homes
2. Reduce the dependency of needy parents by promoting job preparation, work and marriage
3. Prevent and reduce the incidence of out-of-wedlock pregnancies
4. Encourage the formation and maintenance of two-parent families

Cash Assistance Grants, known in Utah as the Family Employment Program (FEP), is a required program states must provide under purposes one and two.

### KEY INITIATIVES AND STRATEGIES

- Increased emphasis on career coaching
- Focus on increased outcomes for intergenerational poverty families
- Continued follow up on family-focused case management implementation

### TANF Grants:

- TANF Family Housing grants extended through 2022
- TANF III RFG grants awarded to fund 24 programs in the community to support financial education for low income families and youth development for low income, high risk youth
- Interagency agreement with the Department of Human Services that provides recovery support for parents with substance abuse issues as well as mental health early intervention in schools across the state

### TANF OUTCOMES AND KEY MEASURES

| TANF Positive Closures |     |
|------------------------|-----|
| FY 2020                | 72% |
| FY 2019                | 78% |
| FY 2018                | 79% |
| FY 2017                | 80% |
| FY 2016                | 79% |
| FY 2015                | 74% |

## PROGRAM HIGHLIGHTS

- Social Research Institute continues to evaluate the Family Employment Program case management and other TANF-funded projects like Invest in You Too

### ACHIEVEMENTS

- Utah was one of eight states accepted into the TANF Data Collaborative, a 30-month project sponsored by the Department of Health and Human Services Office of Planning, Research and Evaluation to help states with data research projects. As part of the project, Workforce Services has begun working on analyzing data to better understand the makeup and reasons parents return to FEP benefits.
- The department successfully completed seven cohorts of Invest in You Too. Cohort 6 was interrupted due to COVID-19 but was able to resume and complete along with Cohort 7. Sixty-three participants have successfully completed the program. Participants have an average wage of \$14.92 90 days after completing the program.

### CHALLENGES

- Due to the success of Utah's economy, the department is assisting a higher number of disadvantaged families with multiple barriers who are unable to obtain employment in a booming economy. The department continues to explore innovative ways of serving these families and helping them overcome barriers to obtain sustainable employment. The CARES and ARPA act funding has mitigated the need for those impacted by the pandemic to access FEP.
- The disadvantaged families who continue to be served face several challenges amplified by the effects of the COVID-19 pandemic. The department continues to assist these families in creative ways to help them overcome challenges to obtaining sustainable employment.

For additional information about TANF, contact Tonia Jones at [toniajones@utah.gov](mailto:toniajones@utah.gov) or 801-889-5177.

## THROUGHPUT INFRASTRUCTURE FUND

### PROGRAM PURPOSE

In 2016, the Throughput Infrastructure Fund was established with an allocated \$53 million for loans or grants to eligible projects, specifically an electrical transmission line, short line railroad, deepwater port or pipeline for liquid or gaseous hydrocarbons. The fund will be administered by the Permanent Community Impact Fund Board. A legislative

update in 2019 (35A-8-39) states that the first throughput infrastructure project considered by the impact board shall be a bulk commodities ocean terminal project.

### KEY INITIATIVES AND STRATEGIES

The board shall review and approve Throughput Infrastructure Fund applications utilizing a one-time fund of \$53 million in sales tax revenues. The board has developed an initial due diligence checklist indicating the requirements for all applications to the Throughput Infrastructure Fund. Because of the scope and nature of the proposed investment, all applications shall be subject to the review of an outside consultant. No applications have been submitted to date.

### FUNDING UPDATE

Fund balance: \$56,810,092

An application has not yet been submitted to utilize the fund.

### OUTCOMES AND KEY MEASURES

Upon receipt of an application from an interlocal agency created for the sole purpose of undertaking a throughput infrastructure project that is a bulk commodities ocean terminal project, the impact board shall grant up to two% of the money in the Throughput Infrastructure Fund to the interlocal agency to pay or reimburse costs incurred by the interlocal agency preliminary to its acquisition of the throughput infrastructure project and fund the acquisition of the throughput infrastructure project if the application meets all criteria established by the impact board.

### ACHIEVEMENTS

- The Permanent Community Impact Fund Board approved an application template August 6, 2020.
- Throughput Fund balance is steady until utilized.

### CHALLENGES

- Throughput projects will require outside review for project scope and financial efficacy.

For additional information about the Throughput Infrastructure Fund contact Candace Powers at [cpowers@utah.gov](mailto:cpowers@utah.gov) or 801-468-0131.

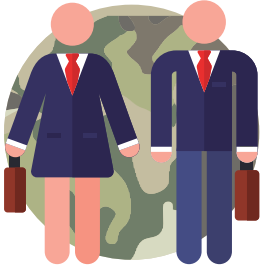




## PROGRAM HIGHLIGHTS

# VETERAN EMPLOYMENT PROGRAM

### PROGRAM PURPOSE



Veteran and Military Employment Services consist of services and programs to assist veterans, military service members and, in some situations, their spouses in obtaining and retaining employment. The federally funded Jobs for Veterans State Grant (JVSG) is specifically targeted to

veterans with significant barriers to employment. The team works in collaboration with other public and private entities to make sure services are consistent throughout the state.

### KEY INITIATIVES AND STRATEGIES

Employment goal — Increase employment for veterans:

- Priority of service provides veterans preference in delivery of all employment and training services offered by the department.
- Seven full-time and four part-time Veterans' Representatives (Disabled Veteran Outreach Program, or DVOP, specialists) are located in employment centers throughout the state to provide intensive service to targeted veteran populations that have barriers in obtaining employment.

Employer goal — Increase the number of employers hiring veterans and posting job orders:

- One full-time Local Veteran Employment Representative (LVER) is providing services and coordinating the provision of services from 12 Workforce Development Specialists located throughout the state to promote the hiring of veterans by Utah employers.
- The Utah Patriot Partnership program began in May 2011. Since then, 2,769 employers have become official partners.

Education goal — Increase the number of veterans obtaining credentials, certificates and degrees:

- The department is part of the Utah Veteran Education and Training Working Group, which has an ongoing collaboration with the Utah Department of Veteran Affairs, members of the Utah System for Higher Education, and the Utah College of Applied Technology to determine and assist veterans with education pathways and to receive credit for their military experience.

- The Accelerated Credentialing for Employment (ACE) program leverages veterans, currently serving military members and their spouses to translate their military experience and skills to the equivalent educational credits, certificates, licenses and credentials to accelerate the veteran's ability to obtain employment. There are three full-time ACE Specialists providing services statewide.
- ACE placed 209 total customers in Federal Fiscal Year 2020.
- ACE specialists conducted 43 outreach activities and educated 352 community partners, veterans, reservists and their spouses about the services provided by the department. The COVID-19 pandemic severely impacted our ability to conduct outreach throughout the year.

### FUNDING UPDATE

The United States Department of Labor Veteran Employment and Training Services (USDOL/VETS) continues to provide funding for the Jobs for Veterans State Grant (JVSG). ACE continues to be funded by the American Job Growth funds and the Utah Department of Veteran and Military Affairs to continue to support those service members and their spouses that may not meet the federal definition for veteran status.

### OUTCOMES AND KEY MEASURES

1. Under the JVSG program, the state is required to provide 90% Individualized Career Services to veterans with Significant Barriers to Employment (SBEs). Throughout the year, that goal was exceeded and reached above 97%.
2. JVSG staff provide services to eligible veteran and targeted populations. There is a 0% goal of staff providing services to non-veterans, which was achieved.
3. JVSG second and fourth quarter retention rates, and also median earnings for customers exited the program after the second quarter.

### ACHIEVEMENTS

- Virtual Veteran and Military Employment Services Overview workshops were conducted weekly as a method of outreach during a year of pandemic restrictions.
- The program developed and taught weekly, virtual workshops on Civilian Resumes and Federal Resumes targeted to those individuals with military experience and training and their spouses.
- The ability to connect with employer recruitments and promote the hiring of veterans was expanded by adding two additional Consolidated DVOP/LVER positions.



## PROGRAM HIGHLIGHTS

### CHALLENGES

- Efforts must be continued to reach and provide quality services to veterans, especially those with significant barriers to employment, who lack the means or use of technology and cannot readily visit an employment center.
- Educating and providing information about the Veteran and Military Employment Program is an ongoing challenge. Too many veterans, service members, and their families are unaware of the available services.

For additional information about Veterans Employment contact Phil Martial at [jmartial@utah.gov](mailto:jmartial@utah.gov) or 801-535-3882.

## WAGNER-PEYSER

### PROGRAM PURPOSE

Wagner-Peyser is one of the six core partners under the Workforce Innovation and Opportunity Act (WIOA). Wagner-Peyser serves job seekers and employers seeking a variety of employment-related labor exchange services available online and in the one-stop employment centers. The state of Utah utilizes Wagner-Peyser funding to provide targeted labor exchange activities to employers, unemployment insurance claimants, veterans, persons with disabilities, ex-offenders and older workers.

WIOA presents an extraordinary opportunity to improve job and career options for the nation's workers and job seekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work. Wagner-Peyser funds career services for all individuals, which include job search and placement assistance, an initial assessment of skills and needs, labor market information, comprehensive assessment, development of an individualized employment plan, career planning and supportive services if appropriate.

### KEY INITIATIVES AND STRATEGIES

WIOA reinforces the partnerships and strategies necessary for staff to provide job seekers and workers with high-quality career services, education and training and supportive services they need to get good jobs and stay employed and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

Workforce Services is focused on meeting the needs of employers and helping more job seekers become employed and retain employment. Job preparation workshops and the

SmartStart Guide (a guide to finding and keeping a job) are available online. These tools and resources provide the same quality information that a job seeker can receive from mediated workshops or a skilled employment counselor.

### OUTCOMES AND KEY MEASURES:

Wagner Peyser Job Seeker Measures for Program Fiscal Year 2019 (State Fiscal Year 2020)

- Employment (Second Quarter after Exit) – 70.5%
- Employment (Fourth Quarter after Exit) – 70.6%
- Median Earnings (Second Quarter after Exit) – \$6,646.00

Wagner Peyser Employer Measures for Program Fiscal Year 2019 (State Fiscal Year 2020)

- Employer Engagement Rate – 8.3%
- Employer Repeat Business Rate – 46.9%

### ACHIEVEMENTS

- Staff created and presented over 100 statewide virtual workshops assisting job seekers to access employment success strategies, tools and resources, career coaching and support.
- Utah exceeded all three negotiated Wagner Peyser performance measures in the last available fiscal year.

### CHALLENGE

As we continue to adjust our services to meet the needs of job seekers and employers in a virtual environment, we find that many Utahns are unaware of the services we provide. Over the next year we will continue to connect with community partners to help unemployed or underemployed individuals in Utah take advantage of the services available to assist them in connecting to the workforce.

For additional information about Wagner-Peyser contact Sandy Terry at [sterry@utah.gov](mailto:sterry@utah.gov) or 801-526-9955.



## PROGRAM HIGHLIGHTS

# WORKFORCE INNOVATION AND OPPORTUNITY ACT - ADULT AND DISLOCATED WORKER PROGRAMS

### PROGRAM PURPOSE



The Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Programs provide workforce activities that are targeted at increasing employment, retention and earnings of participants while assisting employers in finding the skilled workers they need to compete and succeed in business.

WIOA programs are intended to increase occupational skills attainment by participants resulting in an improved quality of the workforce, reduced welfare dependency and enhanced productivity and competitiveness of the nation. The WIOA Adult Program targets low-income recipients with barriers to employment. The Dislocated Worker Program targets individuals who have been laid off or have received a notice or termination of layoff from employment, including active military service, and have met other dislocated worker status eligibility requirements. The Dislocated Worker Program also serves displaced homemakers, including the spouses of active military members.

Participants in both programs receive services via a coordinated service delivery system in the one-stop employment center delivery system and in coordination with Wagner-Peyser. Both career and training services are included. Career services can include job search and placement assistance, an initial assessment of skills and needs, labor market information, comprehensive assessment, development of an individualized employment plan, career planning and supportive services, if appropriate. Training services allow participants to be linked to job opportunities within their community through occupational skills training, basic skills training and work-based learning opportunities.

### KEY INITIATIVES AND STRATEGIES

- Provide outreach and education about the programs to disadvantaged adults to increase awareness of services available to them.
- Increase virtual service options for both employers and customers.
- Connect dislocated workers to employment opportunities and retraining when needed.
- Increase staff career coaching skill level.

- Increase participant awareness of registered apprenticeship and other work based learning opportunities.

### OUTCOMES AND KEY MEASURES

WIOA Adult Job Seeker Measures for Program Year 2019 (State Fiscal Year 2020)

- Employment (Second Quarter after Exit) – 80.8%
- Employment (Fourth Quarter after Exit) – 73.5%
- Median Earnings (Second Quarter after Exit) – \$7,398
- Credential Attainment – 76.1%
- Measurable Skill Gains – 49.2%

WIOA Dislocated Worker Job Seeker Measures for Program Year 2019 (State Fiscal Year 2020)

- Employment (Second Quarter after Exit) – 81.6%
- Employment (Fourth Quarter after Exit) – 84.7%
- Median Earnings (Second Quarter after Exit) – \$9,285
- Credential Attainment – 74.7%
- Measurable Skill Gains – 44.4%

### ACHIEVEMENTS

- Utah exceeded all four negotiated WIOA Adult and WIOA Dislocated Worker performance measures in the last available fiscal year.
- The department implemented a statewide educational campaign on WIOA Career and Education Services utilizing social media, transit, billboards, news interviews and outreach with community partners.
- New employee training was enhanced to provide a stronger emphasis on career coaching tools and techniques needed to help job seekers prepare for career opportunities.
- Enhanced data validation efforts improved federal reporting and program accuracy.
- As mass layoffs have occurred, the department has provided over 120 virtual workshops in English, Spanish, and American Sign Language for dislocated workers being laid off to provide information about the services offered and connect them back to the workforce.

### CHALLENGES

- Ensure those most in need of these services are aware of the program and know how to access it.
- Provide flexibility and accommodations for customers facing challenges.

## PROGRAM HIGHLIGHTS

For additional information about WIOA Adult and Dislocated Worker Programs, contact Lindsay Cropper at [lcropper@utah.gov](mailto:lcropper@utah.gov) or 801-726-8094.

## WORKFORCE INNOVATION AND OPPORTUNITY ACT - YOUTH PROGRAM

### PROGRAM PURPOSE:

The Workforce Innovation and Opportunity Act (WIOA) Youth Program serves a vital role in the overall array of services for at-risk youth in Utah. The realities of today's global economy make it imperative that publicly funded workforce systems for youth be demand-driven. The programs and services made available through those systems should also be aimed at preparing our state's most at-risk youth for real career opportunities. WIOA outlines a broader youth vision that supports an integrated service delivery system and gives a framework through which states can leverage other federal, state, local and philanthropic resources to support in-school and out-of-school youth. WIOA affirms Workforce Services' commitment to providing high-quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations and culminating with a good job along a career pathway or enrollment in postsecondary education. Well-designed workforce programs offer youth who are disconnected from mainstream institutions another opportunity to successfully transition to adult roles and responsibilities. The goal of youth-serving agencies across the state, including the WIOA Youth Program, is for Utah's at-risk youth to live successfully as adults.

Out-of-school youth (and those most at risk of dropping out) are an important part of the workforce "supply pipeline" needed by businesses to fill job vacancies. WIOA-funded youth programs provide leadership by serving as a catalyst to connect these youth with quality secondary and post-secondary educational opportunities and high-growth and other employment opportunities.

### KEY INITIATIVES AND STRATEGIES:

- Continue to increase virtual service delivery for youth to accommodate challenges facing youth.
- Engage at-risk youth in the workforce by connecting them to worksite learning or employment opportunities, and supporting youth with education activities.
- Continue to expend at least 75% of funds on disadvantaged out-of-school youth.

- Continue to support work experience activities for youth by expending 20% of youth funding on work experience activities.
- Support the Youth Transition to Adult Living program with co-enrollment in Youth programs. This is a partnership with the Utah Division of Child and Family Services and serves foster care youth who are aging out or have aged out of foster care. The Education and Training Voucher Program provides additional funding to these youth to help pay for post-secondary education expenses.

### OUTCOMES AND KEY MEASURES:

WIOA Youth Job Seeker Measures for Federal Fiscal Year 2020

1. Employment (Second Quarter after Exit) – 75.8%
2. Employment (Fourth Quarter after Exit) – 73.9%
3. Median Earnings (Second Quarter after Exit) – \$3,603
4. Credential Attainment – 56.8%
5. Measurable Skill Gains – 42.9%

### ACHIEVEMENTS

- Utah exceeded the goals of expanding at least 75% of funds on out-of-school youth and at least 20% of expenditures on work experience opportunities for youth
- Utah exceeded three of the negotiated WIOA Youth performance measures in the last available fiscal year.
- Implemented a statewide educational campaign on WIOA Career and Education Services utilizing social media, transit, billboards, news interviews and outreach with community partners.



### CHALLENGE

Continue to educate the most disadvantaged and at-risk youth about services available and help these youth overcome barriers in preparation for employment and education attainment. At-risk youth have a difficult time completing education and obtaining needed employment credentials, which is exacerbated in a virtual education environment. The department will continue to look for innovative ways to assist at-risk youth with obtaining credentialing and successfully entering the workforce.

For additional information about the WIOA Youth Program, contact Lindsay Cropper at [lcropper@utah.gov](mailto:lcropper@utah.gov) or 801-726-8094.

# BUDGET DATA

## STATE FISCAL YEAR 2021



| PROGRAM   | ACTUAL EXPENDITURES | SOURCE OF EXPENDITURES |               |            |                     |             |              |
|---|---------------------|------------------------|---------------|------------|---------------------|-------------|--------------|
|   |                     | GENERAL FUND           | FEDERAL FUNDS | DED CREDIT | EXPENDABLE RECEIPTS | RESTRICTED  | TRANSFER     |
| STATE OFFICE OF REHABILITATION - NBAA                   |                     |                        |               |            |                     |             |              |
| NBA - SOR Executive Director                            | 365,435             | 124,701                | 233,071       | 1,019      | 8                   | 6,416       | 220          |
| NBB - Blind & Visually Impaired                         | 3,205,558           | 2,129,632              | 1,039,246     | 36,680     | -                   | -           | -            |
| NBC - Rehabilitation Services                           | 40,197,245          | 17,801,684             | 22,055,243    | 8          | 339,651             | 304         | 355          |
| NBD - Disability Determination                          | 12,156,800          | -                      | 12,156,800    | -          | -                   | -           | -            |
| NBE - Deaf & Hard of Hearing                            | 2,597,340           | 2,215,337              | 314,286       | 23,790     | 1,452               | 4,825       | 37,650       |
| NBF - ASPIRE Grant                                      |                     |                        |               |            |                     |             |              |
| TOTAL NBAA  | \$58,522,378        | \$22,271,354           | \$35,798,646  | \$61,497   | \$341,111           | \$11,545    | \$38,225     |
| ADMINISTRATION - NJAA                                   |                     |                        |               |            |                     |             |              |
| NJA - Executive Director                                | 803,092             | 158,205                | 496,978       | 3,223      | 5,087               | 15,024      | 124,575      |
| NJT - Administrative Support                            | 9,201,085           | 3,158,459              | 4,176,759     | 35,402     | 53,620              | 167,531     | 1,609,314    |
| NJE - Communications                                    | 2,229,288           | 258,172                | 726,017       | 5,212      | 7,937               | 26,791      | 1,205,159    |
| NJU - Internal Audit                                    | 1,040,070           | 182,949                | 675,118       | 3,873      | 5,883               | 19,030      | 153,217      |
| NJH - Human Resources                                   | 1,617,809           | 410,015                | 891,608       | 7,090      | 10,579              | 22,234      | 276,283      |
| TOTAL NJAA  | \$14,891,344        | \$4,167,800            | \$6,966,480   | \$54,800   | \$83,106            | \$250,610   | \$3,368,548  |
| OPERATIONS AND POLICY - NJBA                            |                     |                        |               |            |                     |             |              |
| NJJ - Utah Data Research Center                         | 524,288             | 456,756                | -             | -          | -                   | -           | 67,532       |
| NJL - Workforce Research and Analysis                   | 2,622,413           | 276,124                | 2,107,982     | 5,563      | 209                 | 12          | 232,523      |
| NJP - Eligibility Services                              | 67,108,054          | 19,812,198             | 17,821,377    | 1,296      | 736,536             | 2,321,642   | 26,415,005   |
| NJD - Workforce Development                             | 111,332,761         | 13,555,866             | 91,847,193    | 34,041     | 5,374               | 4,073,831   | 1,816,456    |
| NJB - Facilities and Pass-Through                       | 13,074,611          | 3,984,155              | 7,553,752     | 37,701     | 48,389              | 187,612     | 1,263,002    |
| NJY - Information Technology                            | 36,691,273          | 9,043,857              | 16,150,909    | 68,791     | 1,063,909           | 1,930,380   | 8,433,427    |
| NJF - Temporary Assistance for Needy Families           | 28,961,517          | 4,751,210              | 24,210,307    | -          | -                   | -           | -            |
| NJS - Nutrition Assistance                              | 16,057              | 8,032                  | 8,025         | -          | -                   | -           | -            |
| NJG - Refugee Assistance                                | 4,607,448           | -                      | 4,595,342     | 12,106     |                     | -           | -            |
| NJW - Workforce Innovation & Opportunity Act Assistance | 2,798,573           | 13,878                 | 2,784,695     | -          | -                   | -           | -            |
| NJR - Child Care Assistance                             | 81,643,254          | 894,984                | 80,748,270    | -          | -                   | -           | -            |
| NJM - Trade Training & Subsidies                        | 408,981             | -                      | 408,981       | -          | -                   | -           | -            |
| NJX - Other Assistance                                  | 592,996             | 13,267                 | 15,000        | -          | -                   | 348,094     | 216,635      |
| TOTAL NJBA  | \$350,382,226       | \$52,810,327           | \$248,251,833 | \$159,498  | \$1,854,417         | \$8,861,571 | \$38,444,580 |
| NUTRITION ASSISTANCE - NJCA                             |                     |                        |               |            |                     |             |              |
| NJZ Nutrition Assistance - SNAP                         | 421,580,753         | -                      | 421,580,753   | -          | -                   | -           | -            |
| TOTAL NJCA  | \$421,580,753       | \$0                    | \$421,580,753 | \$0        | \$0                 | \$0         | \$0          |
| GENERAL ASSISTANCE - NKA                                |                     |                        |               |            |                     |             |              |
| NKA General Assistance                                  | 2,977,416           | 2,727,387              | 29            | -          | -                   | -           | 250,000      |
| TOTAL NKA   | \$2,977,416         | \$2,727,387            | \$29          | \$0        | \$0                 | \$0         | \$250,000    |

## BUDGET DATA CONT.

| PROGRAM  | ACTUAL<br>EXPENDITURES | SOURCE OF FUNDS |                  |               |                        |               |              |
|--|------------------------|-----------------|------------------|---------------|------------------------|---------------|--------------|
|  |                        | GENERAL<br>FUND | FEDERAL<br>FUNDS | DED<br>CREDIT | EXPENDABLE<br>RECEIPTS | RESTRICTED    | TRANSFER     |
| UNEMPLOYMENT INSURANCE - NLAA                          |                        |                 |                  |               |                        |               |              |
| NLA - Unemployment Insurance                           | 117,809,704            | 9,745           | 110,402,229      | 618,257       | -                      | 6,779,473     | -            |
| NLJ - Adjudication                                     | 4,542,423              | 729,535         | 2,721,699        | 2,615         | 4,161                  | 1,066,897     | 17,516       |
| TOTAL NLAA   | \$122,352,127          | \$739,280       | \$113,123,928    | \$620,872     | \$4,161                | \$7,846,370   | \$17,516     |
| OPERATION RIO GRANDE - NRAA                            |                        |                 |                  |               |                        |               |              |
| NRA - Operation Rio Grande                             | 357,549                | 357,549         | -                | -             | -                      | -             | -            |
| TOTAL NRAA   | \$357,549              | \$357,549       | \$0              | \$0           | \$0                    | \$0           | \$0          |
| HOUSING AND COMMUNITY DEVELOPMENT - NSAA               |                        |                 |                  |               |                        |               |              |
| NSA - HCD Administration                               | 1,300,600              | 89,582          | 830,890          | 11,122        | -                      | 305,620       | 63,386       |
| NSC - Community Development                            | 10,659,954             | 335,821         | 9,408,807        | 27,167        | -                      | 888,159       | -            |
| NSE - Housing Development                              | 78,175,664             | 366,522         | 13,471,416       | 63,825        | 23,330,424             | 122,916       | 40,820,561   |
| NSF - Community Services                               | 4,811,695              | 427,706         | 4,175,506        | -             | -                      | 20,678        | 187,805      |
| NSG - Home Energy Assistance Target                    | 21,975,836             | -               | 21,947,685       | 28,151        | -                      | -             | -            |
| NSH - Homeless Committee                               | 32,524,592             | 1,984,190       | 9,176,118        | -             | -                      | 21,363,020    | 1,264        |
| NSN - Weatherization Assistance                        | 9,907,074              | 100,879         | 8,839,650        | 123,957       | 842,588                | -             | -            |
| TOTAL NSAA -   | \$159,355,415          | \$3,304,700     | \$67,850,072     | \$254,222     | \$24,173,012           | \$22,700,393  | \$41,073,016 |
| COMMUNITY DEVELOPMENT CAPITAL BUDGET - NTAA            |                        |                 |                  |               |                        |               |              |
| NTE - Permanent Community Impact Board                 | 41,344,384             | -               | -                | -             | -                      | 41,344,384    | -            |
| TOTAL NTAA   | \$41,344,384           | \$0             | \$0              | \$0           | \$0                    | \$41,344,384  | \$0          |
| SPECIAL SERVICES DISTRICTS - NWAA                      |                        |                 |                  |               |                        |               |              |
| NWA - Special Service Districts                        | 2,221,409              | -               | -                | -             | -                      | 2,221,409     | -            |
| TOTAL NWAA   | \$2,221,409            | \$0             | \$0              | \$0           | \$0                    | \$2,221,409   | \$0          |
| WORKFORCE SERVICES FUNDS                               |                        |                 |                  |               |                        |               |              |
| 2115 - Navajo Revitalization Fund                      | 839,097                | -               | -                | -             | -                      | 839,097       | -            |
| 2135 - Uintah Basin Revitalization Fund                | 5,601,900              | -               | -                | -             | -                      | 5,601,900     | -            |
| 2151 - Qualified Emergency Food Agencies Fund          | 929,301                | -               | -                | -             | -                      | 929,301       | -            |
| 2260 - Child Care Fund                                 | -                      | -               | -                | -             | -                      | -             | -            |
| 2265 - Refugee Services Fund                           | 4,300                  | -               | -                | -             | -                      | 4,300         | -            |
| 2345 - Utah Community Center for the Deaf Fund         | 5,794                  | -               | -                | -             | -                      | 5,794         | -            |
| 2355 - Individuals with Visual Impairment Fund         | 22,401                 | -               | -                | -             | -                      | 22,401        | -            |
| 5110 - Unemployment Compensation Fund                  | 1,026,383,748          | -               | 646,532,508      | -             | -                      | 379,851,240   | -            |
| 7355 - Individuals with Visual Impairment Vendors Fund | 159,066                | -               | -                | -             | -                      | 159,066       | -            |
| Olene Walker Housing Loan Funds                        | 3,501,681              | -               | -                | -             | -                      | 3,501,681     | -            |
| TOTAL WORKFORCE SERVICES FUNDS                         | \$1,037,447,288        | \$0             | \$646,532,508    | \$0           | \$0                    | \$390,914,780 | \$0          |
| DEPARTMENT TOTALS                                      | \$2,211,432,289        | \$86,378,397    | \$1,540,104,249  | \$1,150,889   | \$26,455,807           | \$474,151,062 | \$83,191,885 |

For comparison with State Fiscal Year 2020 budget data, visit [jobs.utah.gov/department/plans.html](https://jobs.utah.gov/department/plans.html)



## BOARDS AND COMMISSIONS

# COMMISSION ON HOUSING AFFORDABILITY

The Commission on Housing Affordability was created during the 2018 General Legislative Session. The commission provides recommendations to the governor and legislature on strategies, policies, procedures and programs to address the housing affordability needs of the state. The commission will increase public and government awareness and understanding of the housing affordability needs of the state and how those needs may be most effectively and efficiently met.

In FY21, the commission created two sub-committees, which focused on tenant/landlord reform and rural Utah.

## GOAL

The goal of the commission is to increase housing affordability throughout the state and to plan for the housing needs of Utah's growing population.

## DATA

Progress and performance measures will be determined in State Fiscal Year 2021.

## ACHIEVEMENTS

Passage of Senate Bill 164 awarded the Department of Workforce Services, Housing and Community Development Division, Olene Walker Housing Loan Fund two one-time appropriations of \$300,000 and \$500,000 for the state fiscal year. These one-time appropriations will be used for tenant/landlord mediation services and rural, remote pre-development grants.

## CHALLENGE

There are not enough funds to meet the affordable housing need. The Commission must identify strategies to leverage available funding resources and programs to create and preserve affordable housing units throughout the state.





# COMMUNITY DEVELOPMENT BLOCK GRANT POLICY BOARD

The state Small Cities Community Development Block Grant (CDBG) program serves the needs of rural Utah, specifically those low- and moderate-income (LMI) communities with populations less than 50,000 and counties with populations less than 200,000. Most projects are located in communities with less than 10,000 people.

The annual award from the U.S. Department of Housing and Urban Development is allocated to the seven associations of government regions using objective criteria approved by the policy board. Each association of governments awards funding to projects that address the local priorities and needs. The most common grants are for infrastructure projects such as water and sewer upgrades and single family housing rehab for low-income families. Public facilities such as community centers, senior centers, Americans with Disabilities improvements and fire stations/equipment are also popular.

## DATA

State Fiscal Year 2021:

- \$5,740,822 – HUD Funding Allocated to 39 Projects
- \$272,225 – HUD Funding Allocated to State Administration
- \$159,874 – State Match Allocated to State Administration

## GOAL

The primary goal of the CDBG program is to support the sustainability of rural Utah by funding projects that will make the greatest impact on lower income communities.

## ACHIEVEMENTS

During the 12-month program year (July 2020 — June 2021), the state of Utah CDBG program ranked number-one in the country for timely expenditures eight times. The board's processes are very efficient and funding is being awarded and spent on critical community development projects very quickly.

## CHALLENGE

There continues to be a great need for funding to replace aging infrastructure in the small, rural communities that have a limited tax base. The annual CDBG allocation is inadequate to address these needs.



# GOVERNOR'S COMMITTEE ON EMPLOYMENT FOR PEOPLE WITH DISABILITIES

The Governor's Committee on Employment for People with Disabilities works with state agencies and other organizations to promote and support business customers in their hiring and retaining individuals with disabilities in their organizations. Services and supports provided by the committee and its partners include training on disability awareness, customized accommodation assistance, consultation on disability issues and individualized support, connections to business networks, employer training workshops and job fairs.

## GOAL

To achieve equal employment opportunities for Utahns with disabilities through employer education, promotion and support.

## DATA

- 668 businesses received individualized employer support
- 146 jobseekers and 103 business partners participated in the 2020 Work Ability Job Fair
- 52 business partners attended a workshop on disabilities in the workplace
- 406 individuals, including clients, community partners and business partners participated in one of 16 virtual lunch-and-learn opportunities.

## ACHIEVEMENTS

- Continued to partner with Disability:IN Utah, a business-led non-profit to provide virtual training to business partners.
- Pivoted to virtual training for employers, community partners and clients. Created the virtual Work Ability Workshop series as well as partnering with Disability:IN Utah for business focused virtual lunch-and-learn training.

## CHALLENGE

The Governor's Committee continued with virtual events throughout the year. The committee, in coordination with the USOR Business Relations Team, was able to host both the fall and spring Employer Workshops virtually. The Governor's Committee and Business Relations Team worked with the Department of Workforce Services Virtual Job Fair team to host virtual job fairs in April and October. The Committee will continue its efforts by utilizing virtual platforms for meetings, events and training to serve the needs of Utah business partners.



# GOVERNOR'S EARLY CHILDHOOD COMMISSION

In the 2019 legislative session, H.B. 47 Early Childhood Coordination Amendments was passed and subsequently signed by Governor Herbert. This bill created the Governor's Early Childhood Commission and codified the existing Early Childhood Utah Advisory board in UCA 22-66 and UCA 63M-13 respectively. The Commission consists of the state superintendent, the Director of the Department of Workforce Services, the Director of the Department of Health, the Director of the Department of Human Services and the Lieutenant Governor.

## GOAL

The Early Childhood Commission is designed to allow Utah to enhance the available support for families with young children through the establishment of a coordinated early childhood system. Duties of the commission include: providing accurate and comprehensive information to Utah parents and families; facilitating improved coordination between agencies and community partners; sharing and analyzing information; developing a comprehensive delivery system of services; and identifying opportunities for and barriers to the alignment of standards, rules, policies and procedures.

## COMMISSION PROGRESS

Recognizing the important initial step of clearly defining the governance of statewide early childhood opportunities and the necessary collaboration across agencies and

interconnected organizations, the ECC quickly created a working group under the larger umbrella of consolidation work taking place between the Department of Health and the Department of Human Services. The working group consisted of representatives from the Department of Workforce Services, Department of Human Services, Department of Health and the Utah State Board of Education. The working group was able to access comment and collaboration from a broad public and private stakeholder group through the Early Childhood Utah Advisory Council. Before the end of the year, the working group will forward recommendations to the Governor's Early Childhood Commission with the intent of laying a foundation for future Early Childhood work in the state.

The commission continued its efforts to formalize relationships and collaboration with the Early Childhood Utah Advisory Council. Through the ECU's Health Subcommittee, recommendations for a coordinated developmental screener for young children moved to the commission. The commission approved the ASQ-3 (Ages and Stages Questionnaire 3rd Edition) & ASQ-SE (Ages and Stages Questionnaire: Social-Emotional) as the universal developmental screener.



# INTERGENERATIONAL WELFARE REFORM COMMISSION

Thousands of Utah families are living in intergenerational poverty (IGP) - a situation of poverty and public assistance use that continues from one generation to the next. As part of the Intergenerational Welfare Reform Commission, Workforce Services is working with multiple state agencies and other key partners to understand intergenerational poverty and work to reduce the number of children who remain in the cycle of poverty as adults. Through the years of analysis, the number of children at risk of remaining in poverty as adults has decreased by 22%. In 2019, 1,066 fewer children were identified as experiencing intergenerational poverty compared to 2018.

[Intergenerational Poverty Initiative](#)

[Annual Report 2020](#)

[Five- and 10-Year Plan](#)

[Summary of Recommendations](#)

## GOAL

To reduce the number of Utah families in the cycle of poverty, improving their quality of life and helping them become economically stable.

## DATA

- 21% of children experiencing intergenerational poverty were victims of substantiated cases of abuse or neglect in 2019 - unchanged from the prior year
- 92% of pregnant women experiencing intergenerational poverty received prenatal care in 2019, an increase from the previous year
- 78% of students experiencing intergenerational poverty graduated from high school in 2019, increased by 4% from the prior year
- 34% of children moved more than once during the 2019 calendar year - a 3% decrease from the previous year
- 41% of students experiencing intergenerational poverty participated in enhanced kindergarten in 2019, an 11% increase from the prior year

For the latest data, view the Five- and 10-Year Data Tools at: [intergenerationalpoverty.utah.gov](https://intergenerationalpoverty.utah.gov).

## ACHIEVEMENTS

- In October 2020, the Commission heard a presentation summarizing the key findings from longitudinal research conducted by partner agencies, shared with the Commission as a separate report in early 2021.
- In October 2020, the Commission voted in favor of expanding Commission and Policy Advisory Committee representation to include those from multicultural communities. These additions were made through legislation passed in the 2021 General Session.

## CHALLENGE

The effects of the COVID-19 pandemic on Utahns experiencing intergenerational poverty and those at risk of intergenerational poverty are not fully known. In the upcoming 2021 IGP Annual Report, the Commission will begin to see the initial impacts of the COVID-19 pandemic on families experiencing intergenerational poverty and have an opportunity to discuss potential support strategies.



## BOARDS AND COMMISSIONS

# NAVAJO REVITALIZATION FUND BOARD

The Navajo Revitalization Fund was created to maximize the long-term benefit of oil and gas severance taxes derived from lands held in trust by the federal government for the Navajo Nation and its members living in Utah. It is intended to promote cooperation and coordination between the state, its political subdivisions and the tribe.

The Navajo Revitalization Fund is controlled by a five-member board composed of a governor's designee, two members of the San Juan County Commission whose districts include portions of the Navajo Reservation, the chair of the Navajo Utah Commission or his designee, and a president of one of the seven chapters located in Utah, or his designee.

## GOAL

Maximize the long-term benefits of state severance taxes paid on oil and natural gas production by providing grants and loans to agencies of county or tribal government in San Juan County which are impacted by the development of oil and gas interests in Utah held in trust for the Navajo Nation and its members.

## DATA

State Fiscal Year 2021 revenue = \$606,657

| Approved Projects Federal Fiscal Year 2021 |           |                  |
|--|-----------|------------------|
| Allocation                                 | \$606,657 |                  |
| Buildings                                  | 3         | \$370,720        |
| Equipment                                  | 0         | \$0              |
| Housing                                    | 14        | \$469,772        |
| Transportation                             | 0         | \$0              |
| Utility Improvements                       | 3         | \$22,858         |
| <b>Totals</b>                              | <b>20</b> | <b>\$863,350</b> |

(\*) Annual allocation exceeds annual revenue due to unallocated and re-allocated funds

| Recipient              | Number of Grant Awards | Total Awards |
|------------------------|------------------------|--------------|
| Aneth                  | 2                      | \$305,000    |
| Dennehotso             | 0                      | \$0          |
| Mexican Water          | 5                      | \$196,352    |
| Navajo Mountain        | 0                      | \$0          |
| Oljato                 | 2                      | \$16,226     |
| Red Mesa               | 4                      | \$194,720    |
| Teec Nos Pos           | 6                      | \$61,052     |
| Navajo Utah Commission | 1                      | \$90,000     |

## ACHIEVEMENTS

- Allocated 100% of new revenues.
- 20 projects funded, some of which include multiple families, to improve the health, safety, and welfare of Navajo members in Utah

## CHALLENGES

The limited amount of funding must be split between the seven Utah Navajo Chapters and because it's based on population, some chapters receive minimal funds. Continued work to improve communication with local chapters.

The COVID-19 pandemic also presented an extraordinary burden on the Navajo People which complicated distributing funding in a normal way.

For additional information about the Navajo Revitalization Fund, contact Paul Moberly at [moberpaul@utah.gov](mailto:moberpaul@utah.gov) or 607-339-8259.

# OLENE WALKER HOUSING LOAN FUND BOARD

Funding to the Olene Walker Housing Loan Fund helps to meet Utah's affordable housing needs for rental and homeownership opportunities.

## GOAL

Maximize the preservation and development of affordable housing options for low-, very low- and moderate-income families throughout Utah at or below 80 percent of the area median income, as defined by the U.S. Department of Housing and Urban Development.

## DATA

Total budget State Fiscal Year 2021 = \$13,617,654:

- Federal HOME allocation = \$3,152,541
- National Housing Trust Fund = 2,700,000
- State Low-Income Housing Appropriation = \$2,175,613
- Individual Development Accounts Appropriation = \$89,500
- Veteran First Time Home Buyer Program = \$500,000
- S.B 39 PAB Gap Financing = \$2,500,000
- S.B. 39 Housing Preservation = \$2,500,000

## ACHIEVEMENTS

- Total low-income units assisted: 1,002
- Multi-Family Program Leveraged Funds: \$13.43 : 1
- Jobs Created: 3,036

## CHALLENGE

Skyrocketing land and construction costs, along with limited funding, have created a challenging environment to meet the affordable housing needs in Utah.

For additional information about the Olene Walker Housing Loan Fund, contact Jess Peterson at [jesspeterson@utah.gov](mailto:jesspeterson@utah.gov) or 385-235-2975.





# PERMANENT COMMUNITY IMPACT FUND BOARD

The Permanent Community Impact Fund is a program of the state of Utah that provides loans and grants to state agencies and subdivisions, which are, or may be, socially or economically impacted, directly or indirectly, by mineral resource development on federal lands. Local communities cannot collect taxes from federal lands in their counties and their ability to provide necessities like roads, municipal buildings, water and sewer service is diminished. The source of funding through the Permanent Community Impact Fund is the mineral lease royalties returned to the state by the federal government. The Community Impact Board will consider only those applications submitted by an eligible applicant for an eligible project.

## GOAL

The goal of the board is to deploy the majority of the funds in order to continue to support revolving funds invested in planning, construction and maintenance of public facilities and provision of public services to include water systems, sewer systems, roads and other community projects.

## DATA

- \$44,486,796 in State Fiscal Year 2021 State Mineral Lease Revenue
- \$21,115,532 (approximately 32%) in State Fiscal Year 2021 Permanent Community Impact Fund Revenue
- \$117,257,725 disbursed on 74 projects

See the full committee report and complete project funding list [here](#).

## ACHIEVEMENTS

- All new revenue was utilized for eligible projects.
- The fund remains a revolving source of project funding.

## CHALLENGE

- The source of revenue is through mineral development on federal lands. New revenue is down.
- The Board must levy available funds to keep the funds revolving.

For additional information about the Permanent Community Impact Fund, contact Candace Powers at [cpowers@utah.gov](mailto:cpowers@utah.gov) or 385-341-0199.



## BOARDS AND COMMISSIONS

# REFUGEE SERVICES BOARD OF ADVISORS

The Refugee Services Office (RSO) is guided by an advisory board composed of individuals from various organizations and agencies who provide services to, or have an interest in, assisting refugees in the state of Utah. Individuals who sit on the Refugee Services Board of Advisors are approved by the governor and work with RSO staff to improve the services offered to refugees in Utah. The Board meets quarterly to tackle issues that currently affect refugees in the state and those who will be arriving shortly from places around the globe.

[2020 Report to the Governor](#)

## GOAL

To offer support and advice to RSO in its efforts to provide service coordination, accountability, advocacy and resource development for refugees in Utah. The board is responsible for raising awareness among the public and policy makers on refugee issues, recommending ways to more successfully integrate refugees and involve them in mainstream services, and identify service gaps and funding that could fill existing needs.

## DATA

| Refugees Served   |          |
|-------------------|----------|
| State Fiscal Year | # Served |
| 2020              | 8,390    |
| 2021              | 8,627    |

## ACHIEVEMENTS

Due to uncertainty surrounding COVID-19 and building on the success of last year's virtual World Refugee Day, the RSO team and community partners created a week-long virtual celebration that culminated in a small-scale, in-person event attended by approximately 2,000 people. More than 162,000 people were reached through the virtual celebration, featuring 18 original videos, a virtual global market and a virtual film festival.

## CHALLENGE

This was a year where challenges due to COVID-19 dominated all RSO work, including community gatherings, boards, dissemination of information and programming of any kind. The board met virtually quarterly and continues to provide information, support and coordination in refugee work.



# STATE HOMELESS COORDINATING COMMITTEE

In FY21 the State Homeless Coordinating Committee (SHCC), chaired by Lt. Governor Spencer Cox, was composed of members appointed by the governor. The Committee directed state and federal funds to homeless and housing service providers throughout the state. Resources included funds from the Pamela Atkinson Homeless Trust Fund, Homeless to Housing, federal Temporary Assistance for Needy Families (TANF) program, and the federal U.S. Department of Housing and Urban Development Emergency Solutions Grant (ESG) and the ESG CARES Act COVID-19 response funding. The State Homeless Coordinating Committee adopted the Utah Strategic Plan on Homelessness (Strategic Plan) in September of 2019.

In the 2021 General Legislative Session, H.B. 347 was passed. The bill was developed in response to a study conducted in 2020 by the Kem C. Gardner Institute on the structure of homeless services funding and governance. It created the Utah Homelessness Council to replace the State homeless Coordinating Committee. The new Council was in place in July 2021.

The Governor appointed Homelessness Coordinator, Wayne Niederhauser, with the Office of Homeless Services, will coordinate with the Utah Homelessness Council

## GOAL

Homelessness Funding provides statewide support of project services and interventions that focus on making episodes of homelessness rare, brief and non-recurring. The Strategic Plan outlines the following priority performance measures:

1. Fewer days spent in emergency beds or shelters
2. Fewer persons returning to homelessness
3. Fewer first-time individuals who experience homelessness
4. More persons successfully retaining housing

Project proposals must exhibit data quality, report performance measures quarterly and annually, exhibit improvement and progress towards outcomes, demonstrate community coordination, have an evidence based approach to services, clearly delineate funding gaps and plans for sustainability, and show leveraging from other funding sources.

## DATA

Project measures are collected for:

- Diversion
- Emergency Shelter
- HMIS Comparable Database for Domestic Violence Service Providers
- Homelessness Prevention
- Permanent Supportive Housing for Persons with Disabilities (PSH)
- Rapid Re-Housing
- Single Room Occupancy
- Street Outreach
- Transitional Housing
- Other: Projects that benefit people experiencing homelessness that do not fall under any of the other project categories listed above.

All projects will report:

- All projects will report:
- Number of clients served
- Number of adults served
- Number of project leavers
- Average length of stay in project
- Number of exits into a permanent destination
- Number of returns to homelessness for project participants who exited to a permanent destination two years prior
  - ♦ Number of returns within 6-12 months
  - ♦ Number of returns in two years



## BOARDS AND COMMISSIONS

### ACHIEVEMENTS

Detailed data regarding measurements and achievements can be found in the [State of Utah Annual Report on Homelessness, 2021](#)

- The percentage of individuals returning to homelessness within two years continued to decrease when compared to the prior two federal reporting cycles.
- The system is highly effective in keeping the most vulnerable housed, with 95% of individuals who are enrolled in permanent housing projects other than rapid rehousing either exiting to or retaining permanent housing within the prior federal reporting cycle.
- Utah Strategic Plan on Homelessness implementation:
  - ♦ The Local Homeless Councils (LHC) are the designated local oversight bodies responsible to create local goals, strategize homeless services response funding, and coordinate with stakeholders.
  - ♦ The Utah Homeless Network has been implemented in response to the Strategic Plan. This group includes leadership from all 13 LHCs as well as the Office of Homeless Services. This group has been instrumental in guiding funding allocation recommendations made to the SHCC as well as coordinating information and homeless services response during the COVID-19 pandemic.

### CHALLENGES

- Requests for funding outnumber the available resources, although they have increased in recent years.
- It is unknown how the COVID-19 pandemic will continue to affect homelessness and homeless services around the state. Contract and system performance outcomes may be impacted.
- Capacity for the Office of Homeless Services to provide adequate support and technical assistance for successful implementation of a newly developed Statewide Strategic Plan on Homelessness.

# STATE WORKFORCE DEVELOPMENT BOARD

The purpose of the State Workforce Development Board is to convene the state, regional and local workforce systems and partners. The board has the responsibility of coordinating and aligning Utah's workforce programs and striving to shape the jobs of today and influence the opportunities of tomorrow. The business-led board has a leadership role to develop a strategic plan that aligns the workforce system to effectively prepare a talent-ready workforce to meet employer needs. The board supports building partnerships between business, government, education, labor, community partners and economic development organizations. A focus on occupations in demand, targeted industries and local business leader participation provides the basis for a statewide approach. The State Workforce Development Board oversees and works closely with all the core and required partners as part of the Workforce Innovation and Opportunities Act, which is outlined in Utah's State Plan. To learn more about the board, visit [jobs.utah.gov/edo/statecouncil/index.html](https://jobs.utah.gov/edo/statecouncil/index.html).

## GOAL

The State Workforce Development Board leads the development and continuous improvement of the workforce development system in Utah. The board assists the governor in the development, implementation and modification of the state Workforce Innovation and Opportunity Act (WIOA) plan through committees overseen by the board and chaired by members that fulfill assignments related to these activities. The State Workforce Development Board reviews and approves Utah's State Plan, including all modifications.

## ACHIEVEMENTS

- Completed one-stop certification of the Tooele employment center and the Refugee Center. The Price employment center and all other affiliate employment centers were recertified.
- Oversaw the updating and renewal of the WIOA Partner Infrastructure Agreement.
- Updated and approved the one-stop center criteria.
- Provided support for the 2021 Adult Education Family Literacy Act WIOA Competition.

## CHALLENGE

The board will lead the 2022 update for Utah's WIOA plan, which will require an intensive review due to the impact of the COVID-19 pandemic on the workforce system.





## BOARDS AND COMMISSIONS

# UINTAH BASIN REVITALIZATION FUND BOARD

The Uintah Basin Revitalization Fund was created to maximize the long-term benefit of oil and gas severance taxes derived from lands held in trust by the Federal Government for the Ute Tribe of the Uintah and Ouray Reservation. It was designed to promote cooperation and coordination between the state, its political subdivisions and the tribe.

## GOAL

KEY INITIATIVES AND STRATEGIES:

New receipts invested in communities annually (target = 95 percent).

FUNDING UPDATE:

State Fiscal Year 2021 Revenue: \$6,393,683

## DATA

| Approved Projects Federal Fiscal Year 2021 |                    |                     |
|--|--------------------|---------------------|
| Allocation                                 | \$6,393,683        |                     |
| Project Type                               | Number of Projects | \$ Amount           |
| Buildings                                  | 5                  | \$1,044,237         |
| Housing                                    | 1                  | \$800,000           |
| Public Facility                            | 1                  | \$160,000           |
| Public Safety                              | 3                  | \$118,710           |
| Recreation/Culture                         | 5                  | \$155,315           |
| Transportation                             | 4                  | \$1,832,663         |
| Utility Improvements                       | 0                  | \$0                 |
| <b>Totals</b>                              | <b>19</b>          | <b>*\$5,510,925</b> |

(\*) Annual allocation exceeds annual revenue due to unallocated and re-allocated funds

| Recipient       | Number of Grant Awards | Total Awards |
|-----------------|------------------------|--------------|
| Ute Tribe       | 14                     | \$3,237,149  |
| Duchesne County | 3                      | \$1,202,815  |
| Uintah County   | 2                      | \$1,050,000  |

## ACHIEVEMENTS

- Allocated 86% of new revenues.
- 19 projects were funded to help improve the health, safety, and welfare of Ute Tribe members as well as Duchesne and Uintah County citizens.

## CHALLENGE

Continued effort in maintaining relationships between tribal leadership and coordinators. The COVID-19 pandemic also made for a challenging year in distributing these funds as the counties and tribe were dealing with COVID-19 issues, additional funding resources and unforeseen demands on other resources.

For additional information about the Uintah Basin Revitalization Fund, contact Paul Moberly at [moberpaul@utah.gov](mailto:moberpaul@utah.gov) or 607-339-8259.



# WOMEN IN THE ECONOMY COMMISSION

The Women in the Economy Commission identifies and recommends specific policies, procedures and programs to best respond to the rights and needs of Utah women in the economy. Additionally, the commission facilitates coordination of the functions of public and private entities concerned with women in the economy.

## GOAL

To increase public and government understanding of the current and future impact and needs of women and how these needs can be met.

## DATA

To view the latest data go to [Research and Data](#).

## ACHIEVEMENTS

Six commission meetings were held, as well as two policy subcommittee meetings, and two communications subcommittee meetings. Three individuals were appointed to the Commission.

**Utah Women Speak Up!** The WIEC sponsored two virtual opportunities for women to Speak Up! The Commission distributed a survey in advance of these listening sessions that asked how COVID-19 was impacting the lives of women in Utah.

- Commissioner Floyd, Executive Director of Safe Harbor discussed the impacts of COVID-19 on mental health, reported an increase in incidents of domestic violence as a result of isolation during COVID restrictions, described the challenges with short term prescriptive funding sources, and the limitations of TANF funding.
- Kristin Schulz, Coordinator of Early Childhood Alliance discussed the impacts of COVID-19 on the childcare industry, issues around sustainability, and reported a reduction in central-based childcare due capacity restrictions.
- Commissioner Wallace discussed the challenges for business owners and small businesses in underrepresented communities acquiring a Payment Protection Program (PPP) Loan without strong relationships with their banks.
- The Kem C. Gardner Policy Institute provided an overview of data related to COVID-19 impacts by gender.

The following legislation was presented by both Republicans and Democrats at its January 27, 2021 meeting. The commission

voted to support the following legislation in concept in support of women in the economy:

- Workplace violence mitigation
- Family leave for state employees
- Expanded family planning services to individuals at or below 250% of poverty
- Increased access to affordable child care
- Option for small employers to opt out of Unemployment Insurance but requires notification of employees
- Expanded infertility treatment coverage
- Appropriations for Violence Abuse Centers and Family Support Centers
- Coverage of telehealth for mental health services
- Study of transport of children in autonomous vehicles
- Domestic violence amendments
- Digital Opportunity Access
- Employers to allow sick leave to be used for sick family members they care for.
- Provides a state income tax credit for employers that subsidize employee's child care costs.
- Resolution to ratify the equal rights amendments for women.
- Provide contraception for uninsured/underinsured women.
- maternal health support program pilot with Medicaid providing reimbursement for community health workers that would work with women during the prenatal period and postpartum
- Require employers to notify employees if the employer does not offer unemployment insurance.

## CHALLENGES

- Increase public and government understanding of the current and future impact and needs of the state's women in the economy and how those needs may be most effectively and efficiently met.
- Identify and recommend implementation of specific policies, procedures and programs to respond to the rights, needs and impact of women in the economy.
- Facilitate coordination of the functions of public and private entities concerned with women in the economy.

## APPENDIX A

| SFY 2022 OFFICE OF HOMELESS SERVICES ALLOCATION PLAN   |                     |                                     |                     |                         |
|--|---------------------|-------------------------------------|---------------------|-------------------------|
| Updated August 24, 2021  |                     |                                     |                     |                         |
| FUNDING AVAILABLE FOR PROJECTS   | FY21 Funded         | FY22 Available                      | FY22 Committed      | Total Available for RFP |
| PAHTF*   | 2,024,202           | 2,231,851                           | 2,122,679           | 109,172                 |
| HSG  | 2,327,405           | 2,201,389                           | 2,201,389           | -                       |
| ESG CARES  | 13,297,890          | 148,349                             | -                   | 148,349                 |
| TANF   | 2,098,086           | 2,320,000                           | 2,175,030           | 144,970                 |
| H2H Ongoing (SHF)*   | 4,401,749           | 5,736,675                           | 4,681,682           | 1,054,993               |
| H2H Homeless Shelter Operations (SHF - OP)*  | 8,342,239           | 8,643,223                           | 8,131,992           | 511,231                 |
| H2H Philanthropic Match Program  | -                   | 15,000,000                          | -                   | 15,000,000              |
| H2H Rio Grande Sale*   | 3,000,000           | 3,717,382                           | -                   | 3,717,382               |
| HOPWA  | 349,069             | 328,263                             | 328,263             | -                       |
| <b>TOTAL</b>   | <b>\$35,840,640</b> | <b>\$40,327,132</b>                 | <b>\$19,641,034</b> | <b>\$20,686,098</b>     |
| *Amount available exceeds current authority. Will seek to obtain additional authority during FY22 legislative session. |                     |                                     |                     |                         |
|  |                     |                                     |                     |                         |
| <b>LEGISLATIVE INTENT</b>  | <b>FY22</b>         | <b>PROPOSED SET ASIDES</b>          |                     | <b>FY22</b>             |
| Midvale City Police Officers (ongoing)   | 210,000             | Homeless Systems Support            |                     | 50,000                  |
| The Inn Between (one time)   | 75,000              | Homeless Summit                     |                     | 7,500                   |
| <b>Total Legislative Intent</b>  | <b>\$285,000</b>    | PAHTF Marketing                     |                     | 36,280                  |
|  |                     | HMIS (ESG & H2H)                    |                     | 170,000                 |
|  |                     | <b>FY22 Total Set Asides</b>        |                     | <b>\$263,780</b>        |
|  |                     |                                     |                     |                         |
| <b>LEGISLATIVE APPROPRIATIONS</b>  | <b>FY21</b>         | <b>Set Asides Approved for FY21</b> |                     | <b>FY21</b>             |
| Midvale City Police Officers (ongoing)   | 210,000             | Homeless Systems Support            |                     | 50,000                  |
| The Inn Between (ongoing)  | 100,000             | Homeless Summit                     |                     | 7,500                   |
| <b>Total Legislative Intent</b>  | <b>\$310,000</b>    | PAHTF Marketing                     |                     | 36,280                  |
|  |                     | HMIS (ESG & H2H)                    |                     | 170,000                 |
|  |                     | <b>FY21 Total Set Asides</b>        |                     | <b>\$263,780</b>        |

## APPENDIX B

### UNEMPLOYMENT COMPENSATION FUND NET POSITION

June 30, 2021

**\*\*UNAUDITED\*\***

#### ASSETS

##### Current Assets:

|                           |                |
|---------------------------|----------------|
| Cash and Cash Equivalents | \$796,932      |
| Accounts Receivable, net  | 23,897         |
| Total Current Assets      | <u>820,829</u> |

##### Noncurrent Assets:

|                         |              |
|-------------------------|--------------|
| Accounts Receivable     |              |
| Total Noncurrent Assets | <u>8,479</u> |

|              |                         |
|--------------|-------------------------|
| Total Assets | <u><u>\$829,308</u></u> |
|--------------|-------------------------|

#### LIABILITIES

##### Current Liabilities:

|  |               |
|--|---------------|
| Accounts Payable and Accrued Liabilities | \$6,379       |
| Deposits                                 | 10            |
| Due to Other Funds                       | 9,099         |
| Unearned Revenue                         | 3,912         |
| Policy Claims and Uninsured Liabilities  | 3,460         |
| Total Current Liabilities                | <u>22,860</u> |

|                   |                        |
|-------------------|------------------------|
| Total Liabilities | <u><u>\$22,860</u></u> |
|-------------------|------------------------|

#### NET POSITION

##### Restricted for:

|  |           |
|--|-----------|
| Unemployment Compensation and Insurance Programs | \$806,448 |
|--|-----------|

|                    |                         |
|--------------------|-------------------------|
| Total Net Position | <u><u>\$806,448</u></u> |
|--------------------|-------------------------|